

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	1

APPROVED

by Rīga Stradiņš University Rector's  
Decree No. 1-PB-2/413/2024 of 1 July 2024

## Process Description No. 31 “Management of Complaints, Appeals, Irregularities, and Proposals”

### Aim of the Process:

The aim of the process is to ensure the effective recording of irregularities, complaints and proposals, to identify the potential and actual causes of irregularities and to determine preventive and corrective actions to improve stakeholder satisfaction and the effectiveness of the quality management system.

### General Provisions:

Simultaneously with what has been described in this process, RSU departments may organise registration and evaluation of various irregularities, complaints and proposals and implementation of necessary measures within their competence, or if other external or internal regulations provide for it.

### Diagrams included in the Process Description:

1. Management of Complaints, Irregularities and Proposals:
  - 1.1. Managing Student Complaints, Proposals, and Irregularities
  - 1.2. Managing Resident Complaints, Proposals, and Irregularities
  - 1.3. Managing Complaints, Proposals, and Irregularities by Staff and Stakeholders
2. Appeal Management
3. Monitoring of Complaints, Irregularities, Proposals, and Appeals

### Process Quality Criteria:

1. The number of irregularities is not increasing compared to the average of the previous 5-year period.
2. The number of complaints and proposals does not increase by more than 20% compared to the previous year.
3. The number of appeals does not increase by more than 20% compared to the previous year.

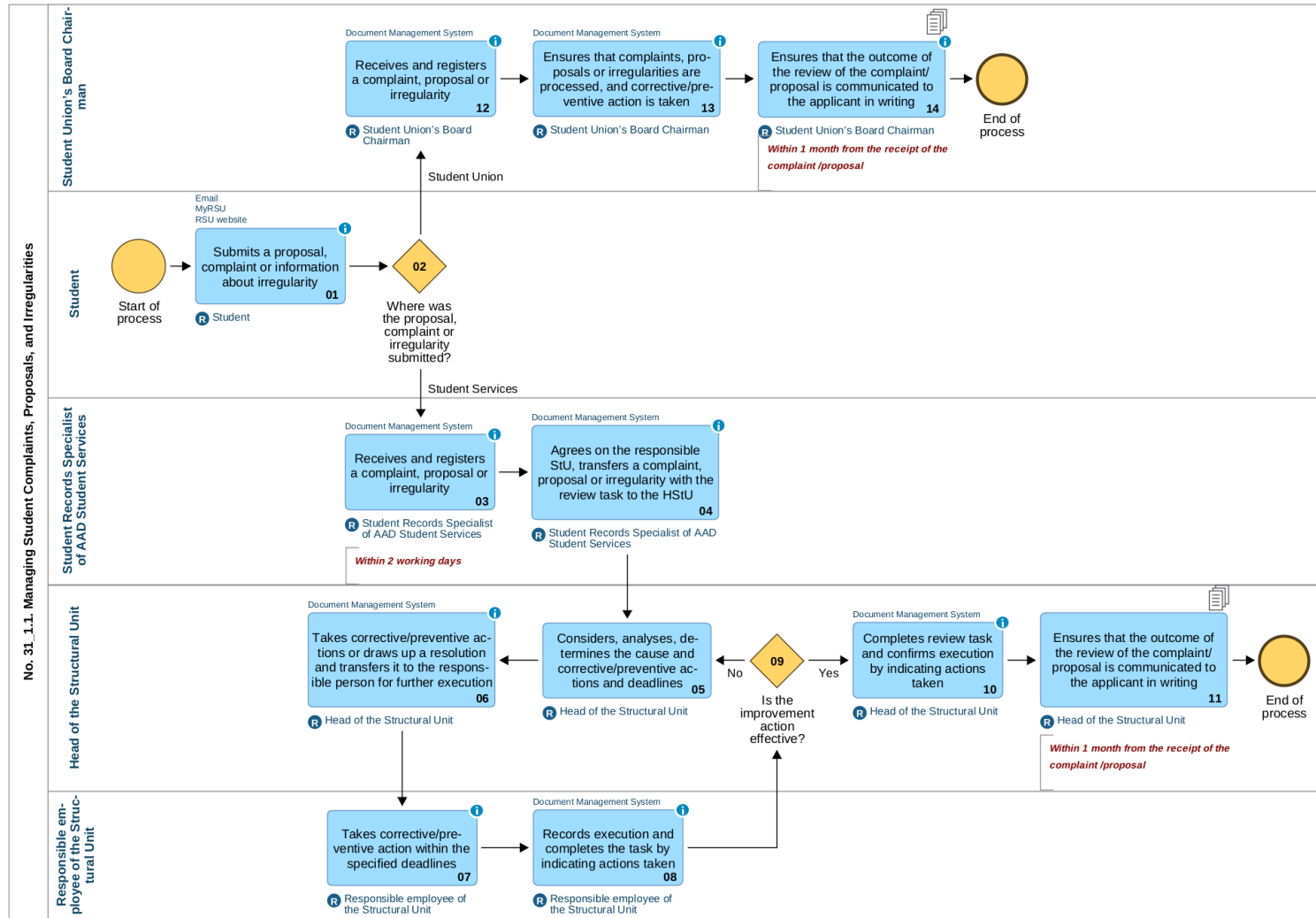
### Definitions (Abbreviations)

DMS - Document Management System;  
 QAIAD - Quality Assurance and Internal Audit Department;  
 HQAIAD - Head of the Quality Assurance and Internal Audit Department;  
 QMS - Quality Management System;  
 RSU - Rīga Stradiņš University;  
 AAD - Academic Affairs Department;  
 SU - Student Union;  
 SS - Student Services;  
 StU - Structural Unit;  
 HStU - Head of the Structural Unit.

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	2

## 1. Management of Complaints, Irregularities and Proposals<sup>1</sup>

### 1.1. Managing Student Complaints, Proposals, and Irregularities



Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	3

### Process steps

No	Process Step	Description	Deadline	Performer	IT System	Related Documents / Minutes
01	Submits a proposal, complaint or information about irregularity	<p>1) Students may submit complaints, proposals or detected irregularities:</p> <ul style="list-style-type: none"> <li>– on the Student portal MyRSU;</li> <li>– on the RSU website under section “Students”;</li> <li>– by sending an e-mail to <a href="mailto:Atsauksmes@rsu.lv">Atsauksmes@rsu.lv</a> or <a href="mailto:Complaints@rsu.lv">Complaints@rsu.lv</a>;</li> <li>– in oral or written form, by submitting in person to the Student Services or the Student Union.</li> </ul> <p>A proposal, complaint, or information about an irregularity may be submitted anonymously.</p>		Student	RSU website Email MyRSU	
02	Where was the proposal, complaint or irregularity submitted?	<p>If a proposal, complaint or irregularity is submitted to the ADD SS, the process continues with step 03.</p> <p>If a proposal, complaint or irregularity is submitted to the SU, the process continues with step 12.</p>		Student		
03	Receives and registers a complaint, proposal or irregularity	If necessary, the deadline for control shall be specified when registering in the DMS.	Within 2 working days	Student Records Specialist of AAD SS	DMS	

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	4

No	Process Step	Description	Deadline	Performer	IT System	Related Documents / Minutes
		If a complaint, proposal or irregularity is received electronically, the recipient shall send a notification of receipt to the applicant (acknowledgement of receipt), except in the case of an anonymous complaint or proposal.				
04	Agrees on the responsible StU, transfers a complaint, proposal or irregularity with the review task to the HStU <sup>2</sup>	A review task is set up by the DMS to handle the complaint, proposal or irregularity, i.e. to prepare a resolution for further action.		Student Records Specialist of AAD SS	DMS	
05	Considers, analyses, determines the cause and corrective/preventive actions and deadlines			HStU		
06	Takes corrective/preventive actions or draws up a resolution and transfers it to the	If necessary, corrective/preventive actions shall be coordinated with the relevant departments, collegial institutions or persons.		HStU	DMS	

<sup>2</sup> The DMS shall allow the HStU to designate a secretary. The secretary shall be given permission to see and participate in the execution of tasks assigned to the HStU. For further information, please contact dvs@rsu.lv.

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	5

No	Process Step	Description	Deadline	Performer	IT System	Related Documents / Minutes
	responsible person for further execution	Corrective/preventive actions of collegial institutions, deadlines and responsible persons shall be determined at the meeting of the collegial institution.				
07	Takes corrective/preventive action within the specified deadlines	If necessary, corrective/preventive actions shall be coordinated with relevant departments, collegial institutions or persons. Corrective/preventive actions of collegial institutions, deadlines and responsible persons shall be determined at the meeting of the collegial institution.		Responsible employee of the StU		
08	Records execution and completes the task by indicating actions taken	The execution shall be recorded in the DMS section “Enhanced Task Setting” - “Complete Execution”, in the “Task Processing” window, indicating the actions taken.		Responsible employee of the StU	DMS	
09	Is the improvement action effective?	If the improvement action is effective, the process continues with step 10. If the improvement action is not effective, the process continues with step 05.		HStU		

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	6

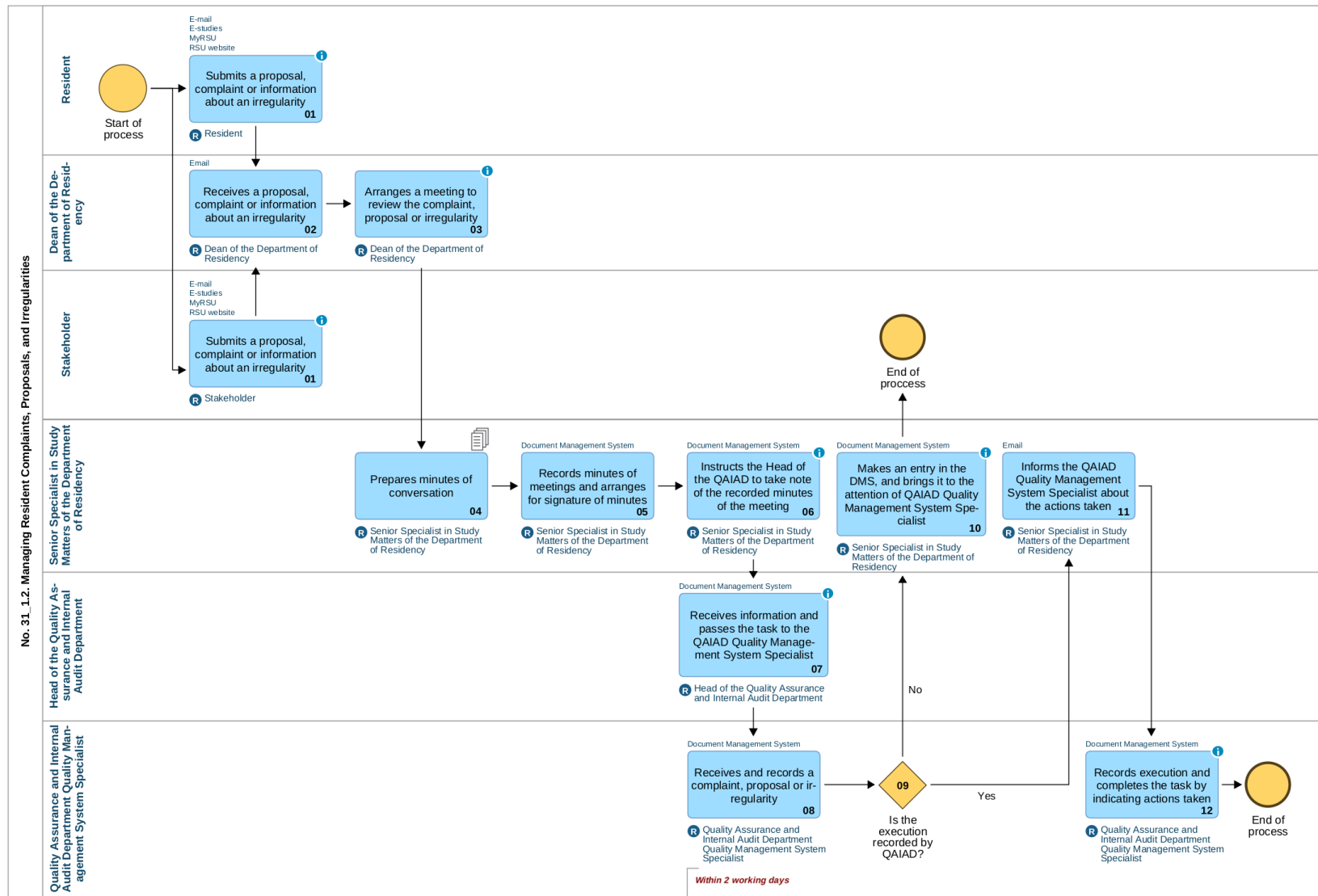
No	Process Step	Description	Deadline	Performer	IT System	Related Documents / Minutes
10	Completes review task and confirms execution by indicating actions taken	If the HStU carries out the task himself/herself, the execution shall be recorded in the DMS section “Enhanced Resolution Setting” - “Complete Execution”, in the “Task Processing” window, indicating the steps taken. If the Head of the Department approves the fulfilment of the employee’s task, he/she shall approve or reject the execution of the task in the section “Tasks to be Approved”. The execution shall be approved in the section “Approve Execution”, in the “Task Processing” window, indicating the steps taken.		HStU	DMS	
11	Ensures that the outcome of the review of the complaint/proposal is communicated to the applicant in writing		Within 1 month from the receipt of the complaint /proposal	HStU		Law on Submissions
12	Receives and registers a complaint, proposal or irregularity	If a complaint, proposal or irregularity is received electronically, the recipient shall send a notification of receipt to the applicant (acknowledgement of		SU Board Chairman	DMS	

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	7

No	Process Step	Description	Deadline	Performer	IT System	Related Documents / Minutes
		receipt), except in the case of an anonymous complaint or proposal.				
13	Ensures that complaints, proposals or irregularities are processed, and corrective/preventive action is taken	When the complaint, proposal or irregularity is closed, complete the review task in the DMS, indicating the actions taken.		SU Board Chairman	<i>DMS</i>	
14	Ensures that the outcome of the review of the complaint/proposal is communicated to the applicant in writing	End of process.	Within 1 month from the receipt of the complaint /proposal	SU Board Chairman		<i>Law on Submissions</i>

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	8

## 1.2. Managing Resident Complaints, Proposals, and Irregularities





Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	9

### Process Steps

No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
01	Submits a proposal, complaint or information about an irregularity	<p>Residents may submit complaints, proposals or reports of irregularities:</p> <ul style="list-style-type: none"> <li>– in person or by sending an email to the Dean of the Department of Residency, Senior Specialist of the Department of Residency or <a href="mailto:rsf@rsu.lv">rsf@rsu.lv</a>;</li> <li>– by filling in the electronic <i>MS Office</i> complaints, proposals or irregularities form available in e-studies.</li> </ul> <p>Complaints, proposals or irregularities detected by medical institutions or other representatives involved in the RSU residency process (hereinafter referred to as the Stakeholder) may be submitted in person or by sending an email to the Dean of the Department of Residency, Senior Specialist of the Department of Residency or <a href="mailto:rsf@rsu.lv">rsf@rsu.lv</a>.</p> <p>A proposal, complaint or information about an irregularity may be submitted anonymously.</p>		Resident Stakeholder	<i>RSU website</i> <i>Email</i> <i>MyRSU</i> <i>E-studies</i>	
02	Receives a proposal, complaint or			Dean of the Department of Residency	<i>Email</i>	

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	10

No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
	information about an irregularity					
03	Arranges a meeting to review the complaint, proposal or irregularity	Arranges a meeting with the resident or stakeholder who submitted the complaint, proposal or irregularity. Holds a separate meeting with the resident's employer as necessary.		Dean of the Department of Residency		
04	Prepares minutes of conversation			Senior Specialist in Study Matters of the Department of Residency		<i>Minutes: Minutes of conversation</i>
05	Records minutes of meetings and arranges for signature of minutes			Senior Specialist in Study Matters of the Department of Residency	DMS	
06	Instructs the Head of the QAIAD to take note of the recorded minutes of the meeting	The minutes of the conversation shall be handed over to the Head of the QAIAD only after they have been signed by all the signatories indicated in the minutes.		Senior Specialist in Study Matters of the Department of Residency	DMS	
07	Receives information and passes the task to the QAIAD Quality	After receiving the task from the Senior Specialist in Study Matters, the Head of the QAIAD assigns the task of		HQAIAD	DMS	

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	11

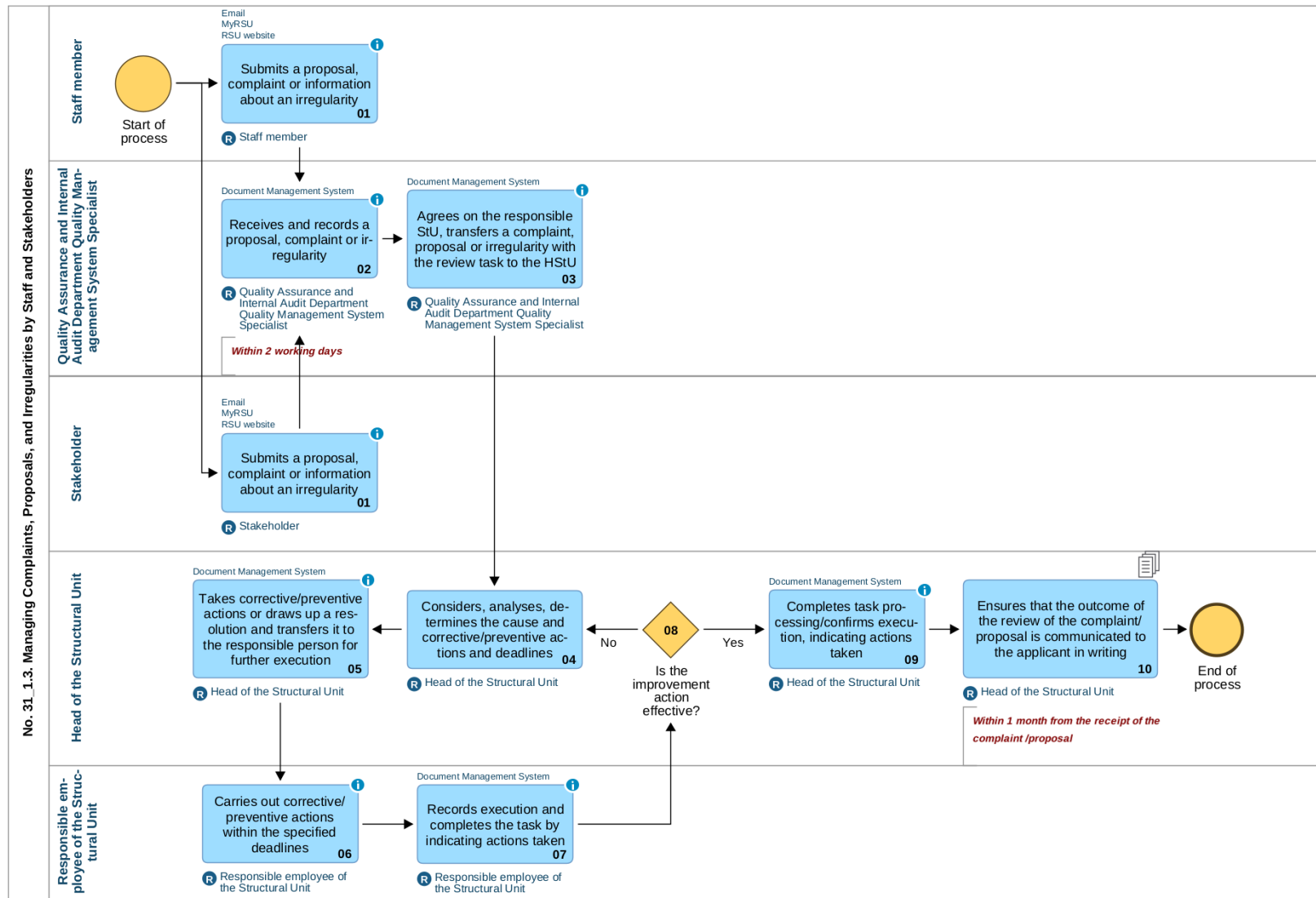
No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
	Management System Specialist	registering the record of the conversation as a complaint in the DMS.				
08	Receives and records a complaint, proposal or irregularity		Within 2 working days	QAIAD Quality Management System Specialist	<i>DMS</i>	
09	Is the execution recorded by QAIAD?	If the execution in DMS is recorded by QAIAD, the process continues with Step 11. If the execution in DMS is recorded by the Department of Residency, the process continues with Step 10.		QAIAD Quality Management System Specialist		
10	Makes an entry in the DMS, and brings it to the attention of QAIAD Quality Management System Specialist	The execution shall be recorded in the DMS section “Enhanced Task Setting” - “Complete Execution”, in the “Task Processing” window, indicating the steps taken.		Senior Specialist in Study Matters of the Department of Residency	<i>DMS</i>	
11	Informs the QAIAD Quality Management System Specialist about the actions taken			Senior Specialist in Study Matters of the Department of Residency	<i>Email</i>	

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	12

No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
12	Records execution and completes the task by indicating actions taken	The execution shall be recorded in the DMS section “Enhanced Task Setting” - “Complete Execution”, in the “Task Processing” window, indicating the steps taken.		QAIAD Quality Management System Specialist	DMS	

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	13

### 1.3. Managing Complaints, Proposals, and Irregularities by Staff and Stakeholders



Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	14

### Process Steps

No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
01	Submits a proposal, complaint or information about an irregularity	<p>Staff members may submit complaints, proposals or reports of irregularities:</p> <ul style="list-style-type: none"> <li>– through <i>MyRSU</i> staff portal;</li> <li>– by sending an email to <a href="mailto:Ierosinajumi@rsu.lv">Ierosinajumi@rsu.lv</a>;</li> <li>– by sending an email to the RSU website under "For employees";</li> <li>– orally, in writing, in person at the Quality Assurance and Internal Audit Department.</li> </ul> <p>Other stakeholders may submit complaints, proposals or irregularities:</p> <ul style="list-style-type: none"> <li>– orally, in writing, in person at the Quality Assurance and Internal Audit Department;</li> <li>– by email to <a href="mailto:Ierosinajumi@rsu.lv">Ierosinajumi@rsu.lv</a> or <a href="mailto:kviad@rsu.lv">kviad@rsu.lv</a>.</li> </ul> <p>A proposal, complaint or information about an irregularity may be submitted anonymously.</p>		Staff member Stakeholder	<i>RSU website</i> <i>Email</i> <i>MyRSU</i>	
02	Receives and records a proposal, complaint or irregularity	<p>If necessary, the deadline for control shall be specified when registering in the DMS.</p> <p>If a complaint, proposal or irregularity is received electronically, the recipient shall send a notification of receipt to the</p>	Within 2 working days	QAIAD Quality Management System Specialist	<i>DMS</i>	

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	15

No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
		applicant (acknowledgement of receipt), except in the case of an anonymous complaint or proposal.				
03	Agrees on the responsible StU, transfers a complaint, proposal or irregularity with the review task to the HStU <sup>3</sup>	A review task is set up by the DMS to handle the complaint, proposal or irregularity, i.e. to prepare a resolution for further action.		QAIAD Quality Management System Specialist	DMS	
04	Considers, analyses, determines the cause and corrective/preventive actions and deadlines			HStU		
05	Takes corrective/preventive actions or draws up a resolution and transfers it to the responsible person for further execution	If necessary, corrective/preventive actions shall be coordinated with relevant departments, collegial institutions or persons. Corrective/preventive actions of collegial institutions, time limits and responsible persons shall be determined		HStU	DMS	

<sup>3</sup> The DMS shall allow the HSU to designate a secretary. The secretary shall be given permission to see and participate in the execution of tasks assigned to the HSU. For further information, please contact dvs@rsu.lv.

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	16

No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
		at the meeting of the collegial institution.				
06	Carries out corrective/preventive actions within the specified deadlines	If necessary, corrective/preventive actions shall be coordinated with relevant departments, collegial institutions or persons. Corrective/preventive actions of collegial institutions, time limits and responsible persons shall be determined at the meeting of the collegial institution.		Responsible employee of the StU		
07	Records execution and completes the task by indicating actions taken	The execution shall be recorded in the DMS section “Enhanced Task Setting” - “Complete Execution”, in the “Task Processing” window, indicating the steps taken.		Responsible employee of the StU	DMS	
08	Is the improvement action effective?	If the improvement action is effective, the process continues with step 09. If the improvement action is not effective, the process continues with step 04.		HStU		
09	Completes task processing/confirms execution, indicating actions taken	If the HStU carries out the task himself/herself, the execution shall be recorded in the DMS section “Enhanced Resolution Setting” - “Complete		HStU	DMS	

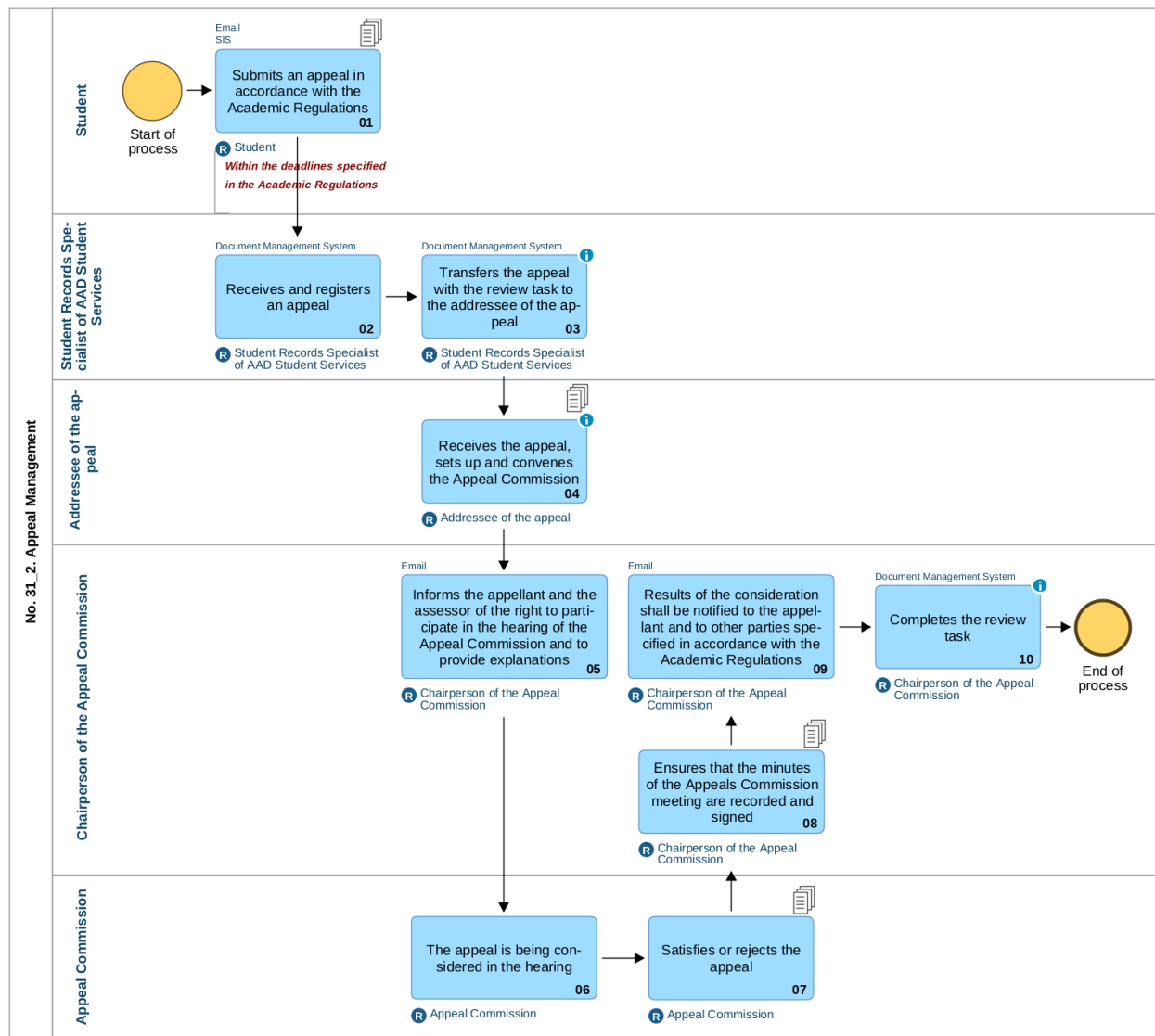


Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	17

No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
		Execution”, in the “Task Processing” window, indicating the steps taken. If the Head of the Department approves the fulfilment of the employee’s task, he/she shall approve or reject the execution of the task in the section “Tasks to be Approved”. The execution shall be approved in the section “Approve Execution”, in the “Task Processing” window, indicating the steps taken.				
10	Ensures that the outcome of the review of the complaint/proposal is communicated to the applicant in writing		Within 1 month from the receipt of the complaint /proposal	HStU		<i>Law on Submissions</i>

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	18

## 2. Appeal Management



Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	19

## Process Steps

No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
01	Submits an appeal in accordance with the Academic Regulations		Within the deadlines specified in the Academic Regulations	Student	<i>Email SIS</i>	“Rīga Stradiņš University: Academic Regulations I”; “Rīga Stradiņš University: Academic Regulations II – Academic Regulations for Residency”; “Rīga Stradiņš University: Academic Regulations III – Academic Regulations for Doctoral Studies”
02	Receives and registers an appeal			Student records specialist of AAD SS	<i>DMS</i>	
03	Transfers the appeal with the review task to the addressee of the appeal	A review task for the appeal shall be created in the DMS.		Student records specialist of AAD SS	<i>DMS</i>	
04	Receives the appeal, sets up and convenes the Appeal Commission	The composition of the Appeal Commission shall be determined in accordance with the		Addressee of the appeal		“Rīga Stradiņš University: Academic Regulations I”;

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	20

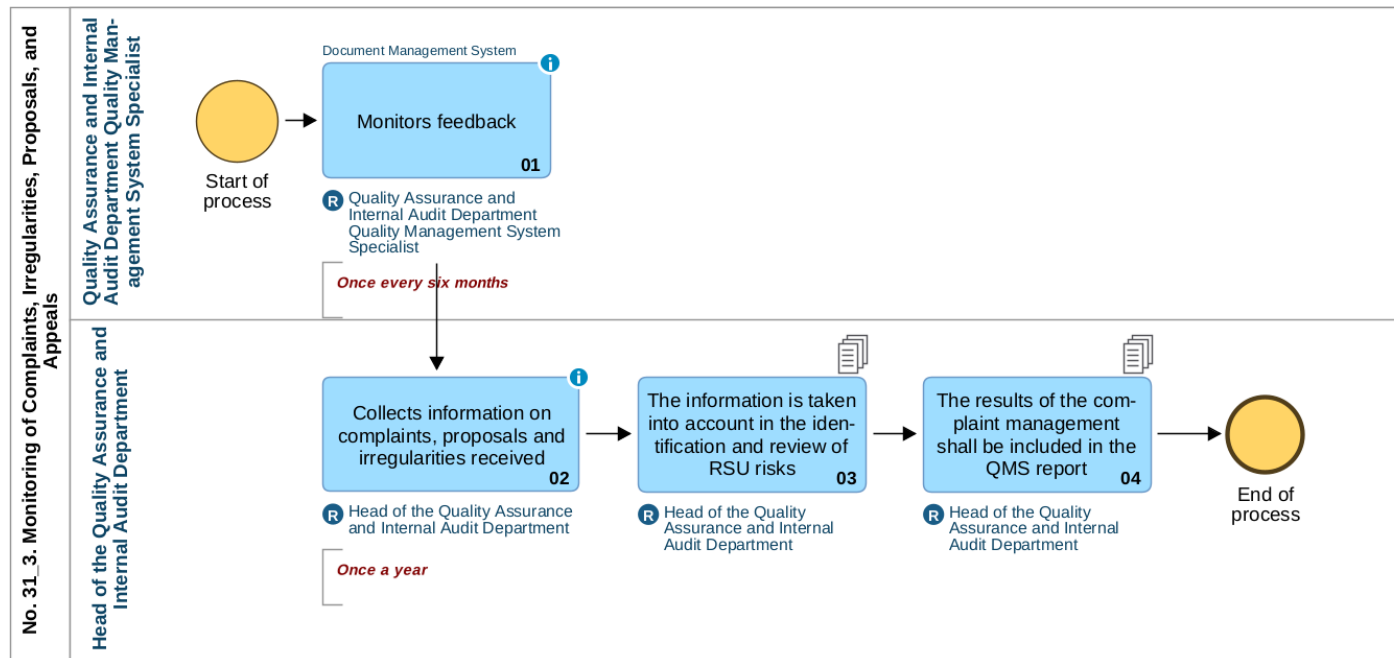
No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
		provisions of the Academic Regulations.				“Rīga Stradiņš University: Academic Regulations II – Academic Regulations for Residency”; “Rīga Stradiņš University: Academic Regulations III – Academic Regulations for Doctoral Studies”
05	Informs the appellant and the assessor of the right to participate in the hearing of the Appeal Commission and to provide explanations			Chairperson of the Appeal Commission	<i>Email</i>	
06	The appeal is being considered in the hearing			Appeal Commission		
07	Satisfies or rejects the appeal		Within the term specified in the Academic Regulations	Appeal Commission		<i>Minutes: Minutes of the Meeting of the Appeal Commission</i>

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	21

No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
08	Ensures that the minutes of the Appeals Commission meeting are recorded and signed			Chairperson of the Appeal Commission	DMS	<i>Process Description No.3 “Management of Meetings, Documents and Minutes”</i>
09	Results of the consideration shall be notified to the appellant and to other parties specified in accordance with the Academic Regulations			Chairperson of the Appeal Commission	Email	
10	Completes the review task	Records the execution in the DMS section “Enhanced Resolution Setting” - “Complete Execution”, in the “Task Processing” window indicating the steps taken.		Chairperson of the Appeal Commission	DMS	

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	22

### 3. Monitoring of Complaints, Irregularities, Proposals, and Appeals:



### Process Steps

No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
01	Monitors feedback	Checks whether the complaint, proposal or irregularity in the DMS contains details of the actions taken. If necessary, contacts the responsible employee to clarify information on the progress and outcome of the review.	Once every six months	QAIAD Quality Management System Specialist	DMS	

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	Management of Complaints, Appeals, Irregularities, and Proposals	Head of the Quality Assurance and Internal Audit Department	23

No	Process Step	Description	Deadline	Performer	IT system	Related Documents / Minutes
02	Collects information on complaints, proposals and irregularities received	Information on complaints received, appeals, proposals, irregularities detected, corrective and preventive actions taken, their effectiveness and their causes is collected during the reporting periods.	Once a year	HQAIAD		
03	The information is taken into account in the identification and review of RSU risks			HQAIAD		<i>Minutes: Risk Register</i>
04	The results of the complaint management shall be included in the QMS report			HQAIAD		<i>Minutes: Overview of the Quality Management System</i>

Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
31(4)	<b>Management of Complaints, Appeals, Irregularities, and Proposals</b>	<b>Head of the Quality Assurance and Internal Audit Department</b>	<b>24</b>

#### References (laws and regulations referred to in the Process Description)

N o	Title of Document	Type of Document
1.	Standard ISO 9001 “Quality Management Systems. Requirements”.	External document
2.	Law on Submissions (in force)	External laws and regulations
3.	Cabinet Regulations No. 473 “Procedures for the Preparation, Drawing Up, Storage and Circulation of Electronic Documents in State and Local Government Institutions, and the Procedures by which Electronic Documents are Circulated between State and Local Government Institutions, or Between These Institutions and Natural Persons and Legal Persons” (in force)	External laws and regulations
4.	Academic Regulations I (in force)	Internal laws and regulations
5.	Academic Regulations II – Residency Studies Regulations (in force)	Internal laws and regulations
6.	Academic Regulations II – Doctoral Studies Regulations (in force)	Internal laws and regulations
7.	RSU Quality Handbook (in force)	Internal laws and regulations
8.	Risk Management Guide (in force)	Internal laws and regulations
9.	Process Description No. 3 “Management of Meetings, Documents and Minutes”	Internal laws and regulations

#### Changes:

1. Clarified aim of the process description.
2. Clarified process description criteria.
3. The list of definitions (abbreviations) used in the process description has been updated.
4. The tables in each section of the process description are supplemented with an "IT System" column.
5. Paragraph 1 of the process description is divided into three sub-paragraphs: 1.1. Managing Student Complaints, Proposals, and Irregularities; 1.2. Managing Resident Complaints, Proposals, and Irregularities and 1.3. Managing Complaints, Proposals, and Irregularities by Staff and Stakeholders.



Rīga Stradiņš University			
Process Description No. (version)	Title	Document Holder	Page
<b>31(4)</b>	<b>Management of Complaints, Appeals, Irregularities, and Proposals</b>	<b>Head of the Quality Assurance and Internal Audit Department</b>	<b>25</b>

6. Paragraphs 1.1, 1.2 and 1.3 of the process description have been corrected and clarified in line with current developments. Process steps, descriptions of process steps, deadlines, performers and related documents have been corrected.
7. Process steps 1 and 4 of Paragraph 2 of the process description have been supplemented with the binding documents "Academic Regulations I", "Academic Regulations II" and "Academic Regulations III". Process step 8 corrected. Process step 7 supplemented with a deadline. Performer of process steps 2 and 3 changed from "SS" to "Student Records Specialist of AAD SS".
8. Process description supplemented with Paragraph 3 "Monitoring of Complaints, Irregularities, Proposals, and Appeals".