



LATVIJAS REPUBLIKAS IZGLĪTĪBAS UN ZINĀTNES MINISTRIJA  
**RĪGAS TEHNISKĀ KOLEDŽA**

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**Internal rules**

13 May 2024 No. 1.1-2 /

**Procedures for submission and examination of proposals and complaints of students and persons who attend educational programmes at Riga Technical College.**

*Issued pursuant to the State Administration Structure Law  
section 72, Paragraph one, Clause 2.*

**I. General provisions**

1. The procedures prescribe the procedures for submission and examination of complaints of students of the Technical College of Riga (hereinafter - college) and persons who acquire educational programmes (hereinafter - educatees).
2. The procedures for submitting complaints and suggestions guarantee the right of every college student to be heard and to express his or her opinion in ensuring the development of the study and learning environment.
3. College staff are tasked with responding appropriately to any submitted proposal to improve the study and learning environment, or a complaint about a potential interference or threat to the student's interests.
4. In all actions concerning the handling of complaints, the employees involved shall be obliged to observe the confidentiality of data protection, information regarding the student may be disclosed only to the extent necessary for the examination of the complaint.

**II. Procedures for the submission and examination of a complaint regarding personal injury**

5. The primary purpose of the submission and examination of complaints shall be to identify and prevent any potential prejudice or threat to the interests of the student.
6. Complaints and suggestions may be submitted by the student, his or her course members, other college educatees or lawful representatives of the minor educatees.
7. A complaint regarding any interference with the interests of the student, as well as suggestions, may be submitted orally, in writing or by sending an e-mail:

- 7.1. the Director;
- 7.2. Deputy Directors;
- 7.3. the Office of the Director;
- 7.4. any college employee.

8. In each case, when a college employee has received a complaint from an educatee, the recipient has a duty to inform and transfer it without delay to the deputy director in the field of education and cultural education (hereinafter - deputy director).
9. Upon receipt of the complaint, the Deputy Director shall classify the complaint as a document for the use of the Service, register it and determine the appropriate procedure for the progress of the complaint. If it is apparent from the content of the complaint whether the complaint indicates that protection of the identity of the applicant is necessary, the complaint shall be subject to the procedure for protection of whistleblowers laid down in the college.
10. Upon evaluating the violation of the rights of an educatee and the total content of complaints, the Deputy Director shall inform the director of the college who assigns the responsible employee in the examination and resolution of the complaint submitted, who shall further take the necessary measures for the determination, prevention, as well as provision of support and assistance referred to in the complaint.
11. If suspicions arise during examination of a submission regarding an infringement the examination of which is not within the competence of the college, the complaint shall be transferred for examination on the basis of jurisdiction and the director and submitter of the college shall be informed thereof.
12. In order to effectively protect students from possible emotional or physical violence, possible sexual harassment and psychological harassment, academic staff and employees of the college (hereinafter - employees) must take a preventive, action-based, active participation in issues of protection of the rights of educatees.
13. Upon examination of the complaint, the applicant shall be given a reply within the time limits laid down in paragraph 25 of this Procedure.

## **II. Procedures for submission and examination of proposals or complaints regarding implementation of the study and Education process**

14. The procedures for submission and examination of proposals or complaints regarding the implementation of the study and education process, (hereinafter - proposals) may be submitted by a student or his or her legal representative individually or by a group of students regardless of the educational programme or the form of studies.
15. Proposals shall be submitted in writing by signature (with a secure electronic signature or in paper form and indicating:
  - 15.1. the given name, surname and group of students or students of the submitter (s);
  - 15.2. the contact phone and address;
  - 15.3. the substance of the case and the wording of the proposal.
16. Proposals shall be submitted to the Office of the Director or directly to the official referred to in paragraphs 19 to 23 of this Procedure, who shall be competent for examining proposals.
17. The Deputy Director for studies and Education shall be competent to examine proposals concerning:
  - 17.1. the content and quality of the study and vocational secondary education programmes;
  - 17.2. documents governing the acquisition of studies and vocational secondary education and organisational issues;

- 17.3. academic staff and trainers;
- 17.4. student service job.
- 18. The Deputy Director for quality and Development of Education shall be responsible for examining proposals concerning:
  - 18.1. the content and quality of adult education programmes;
  - 18.2. organisation of the educational process;
  - 18.3. international mobility of students and learners;
  - 18.4. provision of information technology;
  - 18.5. library activity.
- 19. In the field of education and cultural education, the Deputy Director shall be competent to examine proposals concerning:
  - 19.1. on the content and quality of interest education and national defence curricula;
  - 19.2. the work of the student support centre;
  - 19.3. the service hotel;
  - 19.4. sports centre.
- 20. In the field of infrastructure security, the Deputy Director shall be responsible for examining proposals concerning:
  - 20.1. study environment, hygiene requirements and premises;
  - 20.2. health point.
- 21. The Director of the study programme shall be competent to examine proposals regarding:
  - 21.1. a list of lectures and classes;
  - 21.2. improvement of the content and technical provision of the study programme.
- 22. Proposals are registered with the college's record keeping system.
- 23. Time periods for examination of written proposals and submission of replies:
  - 23.1. 7 (seven) working days, if additional examination is not necessary for the examination of the complaint or additional information need not be requested;
  - 23.2. 30 (thirty) working days, if additional examination is necessary for the examination of the complaint or additional information is required. The additional examination shall be notified to the applicant if it is identifiable in the proposal submitted.
- 24. The official examining the proposal or complaint may decide to leave it without being discarded in the following cases:
  - 24.1. the content of the proposal or complaint is blatantly offensive and defiant;
  - 24.2. the text of the complaint is objectively incomprehensible or incomprehensible;
  - 24.3. the provisions laid down in Paragraph 15 of this Procedure have not been complied with and its conformity with the signs of whistleblowing has not been established during the assessment of the complaint or submission.
- 25. Officials who examine decisions and actual actions of proposals or complaints may be challenged by submitting a relevant submission to the director of the college,

Agreed on 23.05.2024 with Director \_\_\_\_\_ R.Gintaute -Marihina

Deputy Director for studies and Education \_\_\_\_\_ E.Dzeksone