



UNIVERSITY OF WORLD ECONOMY AND DIPLOMACY

Complaints and Appeals Policy

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I. MAIN SECTION

1.1. PURPOSE

This policy sets out UWED's procedure for receiving, reviewing, and resolving **Complaints** and **Appeals** in a fair, transparent, and timely manner, ensuring continuous improvement of services and protection of the rights of students and other stakeholders.

1.2. SCOPE (WHO CAN SUBMIT)

This policy applies to the following people that can file a complaint/appeal to the University of World Economy and Diplomacy:

- University students;
- Parents, close relatives of university students;
- university employees;
- other individuals and legal entities applying on issues related to the activities of the university;
- Foreign individuals and legal entities, as well as stateless people filing a complaint/appeal in the manner prescribed by law.

1.3. LEGAL AND REGULATORY FRAMEWORK

- National legislation of the Republic of Uzbekistan on citizens' applications/appeals (complaints)
- The UWED Charter
- Internal UWED regulations (Study & Examination Regulations, Admission Regulations, Code of Conduct, etc)

1.4. DEFINITIONS AND KEY TERMS

- **Application** - A request for a review of a decision that infringes or violates the exercise of rights, freedoms, and legitimate interests of the applicant;
- **academic appeal** - a student's appeal on the results of an assessment, examination, test, academic decision (transfer, resubmission, expulsion, etc.) submitted in the prescribed manner;
- **anonymous appeal** - an appeal that does not indicate the surname (name, patronymic) of the applicant, information about his place of residence or the full name of the legal entity, information about its location (postal address) or contains false information about them, as well as an electronic appeal that does not allow its identification, or a written appeal not confirmed by a signature;
- **proposal** - an appeal containing recommendations for improving the activities of the university;
- **complaint** - an appeal on issues related to the administrative, organizational, service, infrastructure, and actions or inaction of university employees;

- **electronic appeal** - An appeal made electronically online or through a phonecall;
- **repeated appeal** – a second appeal received from the same applicant, which offers a complaint over the decision taken on the previous appeal by the university, or a complaint on the untimely consideration of the previous appeal, if by the time of receipt of the repeated appeal the period for consideration established by law has expired;

1.5. PRINCIPLES

UWED handles complaints/appeals based on:

- legality;
- promptness and timeliness in which they were submitted;
- how well requirements and protocol for appeals were followed;
- observance of the rights, freedoms, and legitimate interests of applicants;
- prevention of bureaucracy and red tape in the consideration of appeals;
- transparency of the activities of university officials in the consideration of appeals.

1.6. REQUIREMENTS FOR SUBMITTING AN APPEAL

- The appeal of the applicant must contain information including his last name, first name, and patronymic), while indicating the position and (or) last name, first name, and patronymic of the official to whom the appeal is addressed, and also state the essence of the appeal.
- In appeals, the email address, contact phone numbers, and fax numbers of applicants may be indicated.
- Appeals may be submitted in the state language and other languages.
- A written appeal must be certified by the signature of the applicant - an individual. In the event that it is impossible to certify a written appeal of an individual with the signature of the applicant, this appeal must be certified with the signature of the person who wrote it, with the addition of his last name (first name, patronymic).
- Applications submitted through representatives of applicants are accompanied by documents confirming their authority.

SINGLE POINT OF CONTACT (ENTRY POINT)

All complaints/appeals must be submitted through **one official channel**:

UWED Complaints & Appeals Desk ([Single Entry Point](#))

- Office: [Office of Students Admission and Registration](#)
- Email:
- Web form: @uwedregistration
- Address/Working hours: Building B, 1st floor, 09:00-17:00

ANNEXES (APPENDICES)

Annex A — Complaint / Appeal Submission Form (Template)

Appendix B Flowchart / 1-page Quick Guide

II. PROCEDURE

2.1. Rights of Applicants, Confidentiality, and Guarantees Against Retaliation for Submitting Appeals

Article 1

Applicants are guaranteed the right to submit appeals to university officials individually or collectively.

The right to submit an appeal shall be exercised voluntarily. No person may be compelled to defend any appeal or to participate in actions directed against an appeal.

The exercise of the right to submit an appeal shall not violate the rights, freedoms, or lawful interests of other individuals or legal entities, nor the interests of society and the state.

Foreign individuals and legal entities, as well as stateless persons, have the right to submit appeals to the university in accordance with the aforementioned regulation.

Article 2.

When exercising the right to submit an appeal, discrimination on the basis of the applicant's gender, race, nationality, language, religion, beliefs, social origin, or social status shall not be permitted, nor discrimination based on the form of ownership, location (postal address), organizational-legal form, or other characteristics of legal entities.

Article 3.

In considering appeals, the university shall comply with the Constitution and laws of the Republic of Uzbekistan, take measures to ensure their full, impartial, and timely review, and, within its authority, ensure the restoration of violated rights and freedoms and the protection of the lawful interests of individuals and legal entities.

Article 4.

When considering appeals, disclosure by university employees or officials of information relating to the private life of applicants without their consent shall not be permitted, nor disclosure of state secrets or other information protected by law, or any other information whose disclosure may infringe upon the rights, freedoms, or lawful interests of individuals or legal entities.

The collection or identification of information about an applicant that is not related to the appeal shall not be permitted.

Article 5.

Persecution or retaliation against an applicant, their representative, their family members, a legal entity, its representative, or the family members of such representative is prohibited where such persons have submitted appeals to the relevant responsible offices for the purpose of exercising or protecting their rights, freedoms, and lawful interests, or have expressed opinions or criticism in appeals.

In particular, where a student submits an academic appeal complaint, such submission shall not adversely affect the student's academic status, assessment results, or access to university services.

2.2. Procedure for Submitting and Considering Appeals

Article 6.

Appeals shall be submitted directly or through the established chain of command to offices or their officials whose authority includes resolving the issues raised therein, in accordance with the University Academic Regulations and other local normative documents.

An appeal may be submitted personally, through an authorized representative, by post, or in electronic form. Appeals submitted in the interests of minors, legally incapacitated persons, or persons with limited legal capacity may be filed by their legal representatives in the manner prescribed by law.

Copies or extracts of decisions previously taken on the matter, as well as other documents necessary for the consideration of the appeal, may be attached to the appeal. Such documents shall not be returned, except where the applicant submits a written request for their return. When the appeal is forwarded to another relevant office (department), the attached documents shall accompany the appeal.

Academic appeals submitted by students shall be considered in accordance with this Regulation, the University Academic Regulations, and other local normative documents. As a general rule, students' academic appeals shall be considered in a step-by-step (tiered) procedure.

Article 7.

The structural unit responsible for handling students' applications and complaints of various types is the Student Admission and Registration Office. This office registers students' appeals, resolves them within its authority, provides relevant explanations to students, monitors the timely resolution of appeals, and, where necessary, forwards appeals to other offices.

Article 8.

As a general rule, no time limits are established for submitting appeals. In certain cases, submission deadlines may be set where required by the university's capacity to consider appeals, the need to ensure timely realization and protection of the rights, freedoms, and lawful interests of individuals and legal entities, or on other grounds stipulated by legislation.

An application or appeal submitted to a higher authority through the subordination procedure shall be filed no later a month (30 days) from the date on which the applicant became aware of the act (action or inaction) or decision violating their rights, freedoms, or lawful interests.

Parties dissatisfied with the results of the appeal may file a re-appeal within 10 days.

Article 9.

A student's right to submit an academic appeal is guaranteed. If a student is dissatisfied with the outcome of the consideration of an academic appeal, believes that the appeal was unjustifiably rejected, encounters obstacles or unjustified delays during the review process, or considers that there are circumstances casting doubt on impartiality or involving corruption risks, the student has the right to file an appeal complaint.

Article 10.

An appeal received by a university employee shall be registered on the same day; if received after working hours, it may be registered on the next working day.

The registration shall indicate the registration number and date it was received, the surname, given name, and patronymic of the individual applicant, the name of the legal entity, a brief summary of the appeal and other relevant information.

Record-keeping related to the registration and consideration of appeals shall be carried out in accordance with the procedure established by legislation.

Article 11.

Appeals shall be considered by the relevant university offices or officials entrusted with the responsibility for their review. Appeals may also be forwarded, in accordance with subordination, to lower-level structural units. If an appeal concerns matters falling within the competence of several structural units/departments, all such units shall be designated as executors. The first listed unit shall coordinate the consideration of the appeal jointly with the other units.

Where additional information, references, or materials are required to ensure full, impartial, and timely consideration, the responsible office (department) may request additional information from the applicant and, within its authority, from other offices. Provided that such information does not harm the rights, freedoms, and lawful interests of applicants or the interests of society and the state, the requested office shall provide the information within five working days.

Appeal complaints submitted by students may be filed with the Rector of the University, the relevant Vice-Rector, or the Office of Academic Quality Assurance and Standardization.

Article 12.

Repeated appeals shall be considered on general basis.

Appeals that do not fall within the competence of the receiving office or department shall be forwarded to the relevant officials within five days. Electronic appeals may be forwarded in electronic form.

If an appeal lacks the necessary information to forward it to the appropriate office or department, it shall be returned to the applicant within five days with a logical explanation.

If a duplicate appeal is received during the consideration of the original appeal, it shall be reviewed together with the initial appeal. If a duplicate appeal is received after the appeal has been considered and a response sent, the responsible official shall notify the applicant accordingly.

Article 13.

The responsible office may, on its own initiative or at the request of the applicant, organize a hearing on the substance of the appeal by summoning the applicant.

In such cases, the applicant shall be given the opportunity to express their views and provide additional information. Employees of other offices, specialists, and other persons may be involved in the hearing.

Article 14.

Based on the results of the consideration of appeals, a decision shall be taken by a person authorized by the Rector of the University, and the applicant shall be promptly notified in writing or electronically.

Responses to appeals shall be signed by the Rector or another authorized official.

Responses to collective appeals shall be sent to the first person listed among the applicants, unless the appeal specifies that the response should be sent to another person.

An appeal shall be deemed considered if all issues raised therein have been reviewed in accordance with legal requirements and an appropriate response has been sent to the applicant.

Responses to appeals shall, where possible, be provided in the language of the appeal and shall contain clear grounds confirming or refuting each issue raised, with references to legal provisions where necessary.

In cases concerning academic appeal complaints, one of the following decisions may be taken:

- the previously adopted decision is upheld without change;
- the previously adopted decision is partially amended;
- the previously adopted decision is fully revoked and replaced with a new decision.

If a decision on an academic appeal complaint is amended, the student shall be summoned to the university and informed of the results. Such a decision shall be final within the university. Students who disagree may apply to higher authorities (ministries) or to a court.

Article 15.

Applications and complaints shall be considered within fifteen days from the date of receipt by the responsible office required to resolve the matter on the merits, or within up to one month where additional study, verification, or requests for supplementary documents are required.

In exceptional cases requiring inspections, additional materials, or other measures, the review period may be extended by the head of the relevant office for up to one month, with notification to the applicant.

Proposals shall be considered within one month from the date of receipt, except where additional study is required; in such cases, the applicant shall be notified in writing within ten days.

Article 16.

The following appeals shall not be considered:

- anonymous appeals;
- appeals submitted through representatives without documents confirming their authority;
- appeals that do not comply with other requirements established by law.

Where an appeal is left unconsidered, a relevant conclusion shall be prepared and approved by an authorized official.

Article 17.

Consideration of an appeal shall be terminated in the following cases:

- where a repeated appeal does not contain new arguments or newly discovered circumstances and the previous appeal has been fully reviewed with responses duly provided;
- where the applicant withdraws the appeal or requests termination of its consideration;
- where consideration without the applicant's participation is impossible due to failure to notify changes in contact details;
- where the applicant, having been summoned, fails to appear and consideration without their participation is impossible;
- in other cases.

The decision to terminate consideration shall be taken by the Rector or an authorized official.

If consideration is terminated due to withdrawal of the appeal, the appeal shall be returned to the applicant within three days with an official letter. Withdrawal does not preclude measures to identify and eliminate violations of law.

Article 18.

At the request of a student or other individual, the employee of the office (department) that considered the appeal shall explain the response without altering its substance and shall correct clerical or arithmetic errors on their own initiative or at the applicant's request, provided that such corrections do not affect the substance of the response.

Requests for clarification or correction shall be considered within ten days from the date of receipt.

2.3. Rights of Applicants and Rights and Obligations of University Officials in the Consideration of Appeals

Article 19.

When appeals are being considered by university officials, applicants shall have the following rights:

- to receive information on the progress of consideration of their appeal;
- to personally present arguments and provide explanations;
- to familiarize themselves with the materials of the verification and the results of the consideration of the appeal;
- to submit additional materials or request that such materials be obtained from other bodies;
- to use the assistance of an advocate (lawyer);

- to request termination of the consideration of the appeal or clarification and/or correction of the response to the appeal;
- to withdraw their appeal in writing or electronically before it is considered, as well as during its consideration, until a decision on the appeal is adopted;
- to file a complaint, in accordance with the established subordination procedure, with a higher authority or directly with a court against unlawful refusal to accept or consider an appeal.

Article 20.

In considering appeals, university officials shall have the following rights:

- to request and receive, in the prescribed manner, and any information necessary for the consideration of an appeal;
- to summon the applicant or other persons where consideration of the appeal is impossible in their absence or where it is necessary to hear them;
- to apply to a court for compensation of expenses incurred as a result of examining an appeal containing knowingly false information.

University officials may also exercise other rights in accordance with legislation.

University officials shall:

- comply with the requirements of legislation on appeals;
- ensure that applicants are given the opportunity to familiarize themselves with documents, decisions, and other materials affecting their rights, freedoms, and lawful interests, provided that such materials do not contain state secrets or other legally protected secrets and do not harm the rights, freedoms, and lawful interests of applicants, or the interests of society and the state;
- promptly notify the applicant in writing or electronically of the results of the consideration of the appeal and the decision taken after the appeal has been reviewed, except for oral appeals submitted during public receptions and resolved on the spot;
- explain the procedure for filing a complaint against the decision taken on the appeal, if the student (individual applicant) does not agree with such decision;
- monitor the execution of decisions taken as a result of the consideration of appeals;
- immediately take measures to eliminate actions (or inaction) that violate internal regulations and, within their authority, identify the causes and

conditions that lead to violations of students' rights, freedoms, and lawful interests.

Article 21.

The Rector of the University or other authorized officials shall exercise continuous monitoring and control over the consideration of appeals by their structural subdivisions and shall take measures to ensure their full, impartial, and timely review.

An appeal shall be removed from control and execution by the same head or authorized official who placed it.

Appeals for which interim responses have been provided and which have not been fully considered shall not be removed from control.

2.4. Final provisions

22. Violation of the requirements of this Regulation, as well as submission of an appeal containing slander and insult, entails liability in the prescribed manner.