

**REGULATIONS
ON THE COMPLAINTS COMMITTEE
AT THE NATIONAL CENTRE FOR PUBLIC ACCREDITATION (NCPA)**

1. General provisions

1.1. The present Regulations determine the order of establishing and operating of the Complaints Committee at the National Centre for Public Accreditation (hereinafter referred to as the Committee), its composition and functions.

The Committee is established to protect the interests and safeguard the rights of educational institutions and their officials in order to investigate complaints, which might arise during accreditation procedures of educational programmes delivered by educational institutions.

The Committee acts in accordance with the present Regulations, the Statutes of NCPA, and under the jurisdiction of the Constitution of the Russian Federation, federal laws, and other regulatory documents and international agreements in the sphere of education and quality assurance, which have been signed by the Russian Federation.

1.2. Definitions:

Complaint is a formal request made by a legal or physical person about restoring or protection of violated rights or legitimate interests related to the quality of accreditation procedures or to the actions of NCPA's staff members or the members of the External Review Panel during the accreditation procedure.

Complainant – a physical person or an educational institution that files a complaint with the Committee.

1.3. The Committee fulfils the following functions:

- considers complaints from complainants;
- assesses validity and legitimacy of the decisions, actions (inaction) of the members of the External Review Panel, representatives of NCPA;
- Enquires, if necessary, of the Chairperson of the external evaluation panel required documents, materials and information in order to make a decision on the complaint;
- Informs the concerned parties about the filing of the complaint;
- Makes a decision on the outcomes of the consideration of the complaint;
- Keeps records on all issues of its activities.

1.4. The Complainant has a right to file a complaint at any stage of the accreditation procedure about any decisions and/or actions (inaction) of the experts, members of the National Accreditation Board, representatives of NCPA's staff.

1.5. When considering a complaint the information including commercial and other data classified in accordance with the legislation of the Russian Federation is protected.

2. Composition of the Committee and the procedure for its establishing

- 2.1. The Complaints Committee is made of 3 (three) members including the Chairperson.
- 2.2. The members of the Complaints Committee are elected by simple majority of votes of the members of the NCPA's founders.
- 2.3. A member of the Complaints Committee who has a conflict of interest when considering the complaint of the educational institution shall not take part in taking decision on the complaint.
- 2.4. The Committee is elected for the period of five years.
- 2.5. The members of the Committee can be relieved:
 - on the basis of a personal statement;
 - if the member's activities fail to adhere to the Statutes and internal regulatory documents of NCPA.

3. Meetings of the Complaints Committee

- 3.1. The meetings of the Committee are held if a complaint is filed.
- 3.2. The meetings of the Committee are held by the Chairperson of the Committee. In case the Chairperson of the Committee is not present at the meeting he/she delegates his/her authorities to one of the members of the Committee.
- 3.3. The meeting of the Committee is authorized (has quorum) if more than half of the Committee members took part in the meeting. If a committee member is unable to be present at the meeting they can have a right to submit their opinion on the issues on the agenda beforehand in the written form.
- 3.4. The members of the Committee are not remunerated for their work.
- 3.5. A complaint is investigated by the Committee in accordance with the Regulations on the complaints procedure.

APPROVED
By NCPA's General Meeting of the Founders
Minutes, № 9 of 07 December 2019

REGULATIONS ON THE COMPLAINTS PROCEDURE AT THE NATIONAL CENTRE FOR PUBLIC ACCREDITATION (NCPA)

1. General Provisions

- 1.1. The present Regulations establish the order and terms of investigating complaints about the decisions and/or actions (inaction) of members of the Review Panel, members of the National Accreditation Board, NCPA and its officials when conducting accreditation procedures.
- 1.2. The educational institution delivering an educational programme (cluster of programmes) under accreditation has a right to file a complaint at any stage of the accreditation procedure about any decisions and/or actions (inaction) of the experts, members of the National Accreditation Board, representatives of NCPA's staff.
- 1.3. Complaint is a formal request made by a legal or physical person about restoring or protection of violated rights or legitimate interests related to the quality of accreditation procedures or to the actions of NCPA's staff members or the members of the External Review Panel during the accreditation procedure.
- 1.4. The complaint is investigated by the Complaints Committee of NCPA.
- 1.5. When considering a complaint the information including commercial and other data classified in accordance with the legislation or personal information is kept confidential.

2. Procedure for filing a complaint

- 2.1. A complaint can be filed at any stage of the accreditation procedure: self-evaluation, site visit, decision making.
A complaint can be filed within 14 days starting from the day when the disputed decision or disputed action by NCPA or its official was made.
- 2.2. A complaint is submitted to the Director of NCPA in the written form at: 206A Volkova Str., Yoshkar-Ola, Mari El, 424006, Russia or through NCPA's official website <https://ncpa.ru/>.
- 2.3. The Complainant should provide the following information:
 - Surname, first name, patronymic (if applicable), current address of the complainant, physical person, or address of the legal person, telephone number, e-mail address (if available) and the postal address for sending the decision on the complaint;
 - Information on the disputed decisions, actions (inaction);
 - Arguments and grounds of the complainant about decisions, actions (inaction);
 - Redress sought by the claimant.

3. Procedure for considering a complaint

- 3.1. The structural subdivision of NCPA responsible for paperwork management registers the incoming complaint no later than the following working day after the receipt of the complaint and hands it over to the Committee.

Within three working days on the receipt of the complaint the Chairperson of the Committee checks it for the compliance with clause 2 of the present Regulations:

- in case of incompliance with clause 2 of the present Regulations the applicant shall be notified of a decision to refuse to accept the complaint for consideration with a justified reason for refusal;
- in case of compliance with clause 2 of the present Regulations the applicant shall be notified of a decision to accept the complaint for consideration.

3.2. The complainant is notified through the e-mail indicated in the application.

3.3. The Committee requests copies of all documents used in the course of accreditation including the materials prepared by NCPA, the educational institution and the External Review Panel and other documents necessary for the decision making on the complaint.

If required the Committee can request additional information from the Chairperson and the members of the External Evaluation Panel.

3.4. The Committee makes a decision within 14 days from the date of the registration of the complaint.

3.5. The consideration of the complaint is not considered to be a second accreditation procedure.

3.6. The meeting of the Committee is closed and can be held via interactive communication technologies (videoconference, Skype, etc.).

3.7. The meeting of the Committee is authorized if more than a half of the Committee members took part in the meeting.

4. Decision on the complaint

4.1. The decision on the complaint is made by the majority vote and is recorded in the minutes signed by the Chairperson and the Secretary of the Committee.

4.2. The following decisions can be made by the Committee on the consideration of the complaint:

- to dismiss the complaint;
- to satisfy the complaint (in full or partially).

The decision to dismiss the complaint is taken in the following cases:

- the decisions, actions (inaction) of the members of the External Review Panel, members of the National Accreditation Board, NCPA and its officials are recognized as legitimate and justified;
- the subject of the complaint does not comply with clause 2 of the present Regulations.

4.3. The Chairperson of the Committee forwards the decision on the complaint to the Director of NCPA.

4.4. The Director of NCPA shall notify the complainant of the decision on the complaint within 10 working days from the date of the decision-making.

4.5. The decision on the complaint can be appealed to the court in accordance with the current legislation of the Russian Federation.