

	<b>Slovak Medical University in Bratislava Limbová 12 833 03 Bratislava 37</b>	Internal Regulation No. 14/2022  Printout No.: 1
	<b>Rules of examining Student Claims at the Slovak Medical University in Bratislava</b>	Storage period: 10 years



### **Internal Regulation No. 14/2022**

Rector of the Slovak Medical University in Bratislava (hereinafter referred to as "SMU") in accordance with the provisions of § 15 par. 1 letter b) Act No. 131/2002 Coll. on Higher Education and on amendment and supplement of certain laws as amended (hereinafter referred to as "SMU" or "university"), § 3 par. 3 letter c) Act no. 269/2018 Coll. on Quality Assurance in Higher Education and amending Act no. 343/2015 Coll. on public procurement and on the amendment of certain laws, as amended, Art. 5 par. 4 of the Rules of Organization of the SMU and Art. 10 par. 5 letter b) of the Statute of the SMU issues **Internal Regulation on Rules of Examining Student Claims at the Slovak Medical University in Bratislava**

**Bratislava 2022**

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## **Article 1**

### **Introductory provisions**

- (1) The subject of this internal regulations are the rules of examining claims by which the student seeks protection of his/her rights or legally protected interests, which he/she believes have been violated by the activity or inaction of the SMU, its parts or by employees of the SMU, or if the student points to specific deficiencies in the activity or in the inactivity of the SMU, its parts or employees of the SMU, especially for violation of legal regulations or for violation of internal regulations of the SMU. The stated rules are part of the Higher Education Internal Quality Assurance System at the Slovak Medical University in Bratislava.<sup>1</sup>
- (2) This internal regulation governs the manner of submitting of claims referred to in paragraphs 1 and 2 of this article, their handling and ensuring redress.
- (3) The claim must not become a reason for drawing consequences that would cause any harm to the student.

## **Article 2**

### **Submission of claims**

- (1) Every student of the SMU is entitled to submit a claim as referred to in Art. 1 paragraph 1 and 2 of this internal regulation.
- (2) The claim can be submitted electronically to the email address of the dean's office of the relevant faculty where the student is enrolled for studies or by post to the correspondence address of the relevant faculty.
- (3) The claim according to Article 1, paragraph 1 of this internal regulation can be submitted no later than 5 calendar days from the day when, in the opinion of the SMU student, there should have been a violation of his/her rights or legally protected interests, or from the date when the SMU student discovered a specific deficiency in the activity or inactivity of the SMU.
- (4) The student is obliged to indicate in the claim:
  - a) name and surname,
  - b) name of study programme, he/she studies, level and form of university study and the year of study,
  - c) which right, or rights or interests protected by law were violated and when did this happen and/or what specific deficiency did he/she find in the activity or inactivity of the SMU, its parts or by employees of the SMU.

## **Article 3**

### **Settlement of claims**

- (1) When processing the student's claim, it is necessary to proceed in accordance with the relevant legal provisions and the internal regulations of the SMU to achieve the protection

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<sup>1</sup> Art. 7 par. 8 of Internal Regulation no. 2/2022

of the rights and the interests of the claimant while simultaneously preserving the rights and legitimate interests of other students and the SMU.

- (2) Claims referred to in Article 1 paragraph 1 of this internal regulation are examined by the faculty's three-member Committee for examining student claims (hereinafter referred to as the "Committee"), which is appointed ad hoc by the dean of the relevant faculty.
- (3) Based on the submitted claim, the Committee shall ensure that the review of the claim is carried out no later than thirty days from the date of its delivery. If necessary, the dean of the relevant faculty can extend the deadline by another thirty days.
- (4) Incomprehensible claims, of which even after a request for addition, or after further communication with the claimant, their content is not clear enough or what is the claimant demanding, are not processed. The Committee makes a record on such cases.
- (5) If, after assessing the claim, the Committee finds that it could be a disciplinary offense or a violation of ethical principles and standards, the Committee will immediately forward the claim to the competent authorities for processing. The Committee will record this forwarded claim.

#### **Article 4**

##### **Recording of claims**

- (1) The dean's office of the relevant faculty keeps records of claims, including their processing, forwarding or refusal to the extent of stating:
  - a) the date of receipt of the claim,
  - b) the subject of the claim
  - c) composition of the Committee
  - d) composition of Committee
  - e) the result of processing, forwarding or refusal of the claim with brief reasons
  - f) the date of completion of processing of the claim.
- (2) Each received claim is recorded in the claims register with a serial number consisting of the order in which the claim was received and the calendar year in which the claim was received. The record of claim is kept in the office of the dean's office of the relevant faculty.

#### **Article 5**

##### **Faculty Committee for examining of students' claims**

- (1) The members of the Committee are appointed by the dean of the relevant faculty ad hoc, so that the impartiality of the Committee members is preserved.
- (2) The members of the Committee shall examine the claim objectively and maintain confidentiality in their activities.
- (3) One of the members of the Committee is a student of the relevant study programme.
- (4) The Committee has a quorum if all members are present.
- (5) The Committee is obliged to discuss the claim within 30 calendar days from the date of its receipt.
- (6) The Committee always invites the claimant to the Committee meeting.
- (7) The Committee is entitled to invite other members of the SMU academic community to its meeting, or other persons or request a written opinion on the claim from any member of

the SMU academic community or an employee of the SMU. The addressed member of the academic community of the SMU or an employee of the SMU is obliged to attend the meeting of the Committee or submit a written opinion on the claim within the specified period.

- (8) Minutes of the Committee meeting are drawn up, which the Committee sends electronically to all Committee members and invited persons within 5 working days. At the end of the minutes, it will be stated whether the Committee's conclusion was adopted unanimously, or if any member of the Committee did not agree with the adopted conclusion, the reason for disagreement will be given, or the opinion of the given member of the Committee on the claim discussed and the measures taken.

## **Article 6**

### **Finalisation of claim settlement process**

- (1) Based on the proposal of the Committee, the dean's office of the relevant faculty will respond to the student's claim in the form in which the claim was received and inform him/her of the results of the review of the claim and the measures taken.
- (2) The dean's office of the relevant faculty sends the results of the review of the claim and the measures taken to the SMU Quality Board and the Faculty Quality Board, including the minutes of the Committee's meeting.
- (3) If the student does not agree with the handling of the claim and the measures taken, he/she can submit a request for a re-action of his/her claim directly to the SMU Quality Board, which will decide on the matter in cooperation with the Support centre of internal quality system of the SMU<sup>2</sup>, (hereinafter referred to as the "Centre")<sup>3</sup>
- (4) The SMU Quality Board will decide on the claim referred to in paragraph 3 of this article at its meeting within 30 calendar days from the date of its receipt. The claimant does not have the opportunity to file an appeal against the decision of the SMU Quality Board.

## **Article 7**

### **Examining of claims received based on student questionnaires**

- (1) To improve the quality of the educational process, students are provided with the possibility of feedback in the form of questionnaires based on which a claim can be developed, the investigation of which is regulated by this internal regulation.
- (2) Once a year, students are given the opportunity to evaluate through questionnaires<sup>4</sup>:
  - a) quality of study programs
  - b) quality of teachers
  - c) quality of support services and
  - d) the quality of the SMU environment.

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<sup>2</sup> Art. 2 letters a), b) and p) of the Internal Regulation No. 1/2021 (Statute of the Board for IQAS of the SMU)

<sup>3</sup> Art. 3 par. 2 letters g) and i) of the Internal regulation no. 5/2022 (Statute of the Support Centre for IQS of the SMU)

<sup>4</sup> Art. 7 par. 8 of the Internal Regulation No. 2/2022

- (3) The results of the questionnaires and the resulting claims are processed and investigated by the Centre in cooperation with the SMU Quality Board.<sup>5</sup>
- (4) The Centre keeps and maintains a record of the investigation of the claims resulting from the questionnaires mentioned in this article, which includes the measures taken.
- (5) Evaluation of the questionnaires and opinions on them are regularly published on the SMU website.

## **Article 8**

### **Final provisions**

- (1) This internal regulation was reviewed by the Academic Senate of the Slovak Medical University in Bratislava on June 14, 2022.
- (2) This internal regulation was approved by the Scientific Board of the Slovak Medical University in Bratislava on June 16, 2022.
- (3) This internal regulation as well as its amendments and additions become valid from the date of registration by the Ministry of Health of the Slovak Republic in accordance with the provisions of § 45 par. 4 letter a) of the Act on Universities and effective at the earliest from the date of entry into force of the decision on its registration by the Ministry of Health of the Slovak Republic.
- (4) This internal regulation is archived in printed form at the rectorate of the SMU in Bratislava and published in electronic form on the website of the public part of SMU at [www.szu.sk](http://www.szu.sk)

In Bratislava, on 14 June 2022

Dr.h.c. prof. MUDr. Peter Šimko, CSc., m.p.  
Rector of the SMU

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<sup>5</sup> Art. 3 par. 2 letters c) and i) of the Internal regulation no. 5/2022 (Statute of the Support Centre for IQS of the SMU)