

CCU Student Complaint Committee Set Up and Operation Guidance

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Chapter I General Provisions

Article 1

In order to protect the rights of the students, promote harmony on campus and bring educational skill into full play, the university established this guidance according to Section 4 of Article 33 of the University Law and set up Student Complaint Committee (Hereinafter referred to as the Committee), responsible for handling complaints of students, student union and related student self-rule association.

Article 2

When a student, the student union, or other related student self-rule association considers that their rights or interests were unlawfully or improperly injured by the punishments, other measures or decision made by the university, a complaint may be made according to the regulations in this guidance.

The preceding rights or interests include personal life during the study period, learning incentive and other interests involving teaching disposition.

Chapter II Organization of Student Complaints Committee

Article 3

The Student Complaint Committee is consists of the people described below:

1. Director of Counseling Centre
2. Teacher representative: 1 teacher recommended by each college and teacher association. The general education center is included in college.
3. Professional representative: 1 person recommended respectively by the experts in the field of law, education and mental counseling.
4. Student representative: 1 person selected respectively from graduate school and undergraduate school recommended by the student union.
5. Special Education scholars and experts representative: If complaint case of a special education student is being handled, 1 special education scholar expert shall be appointed.

The preceding teachers without business affairs shall be no less than half of the total number.

Committee members of either gender shall be more than one third of the total number.

The participants of the student affair conference or those responsible for student rewards and punishments decision making may not be the committee member.

Article 4

All committee members are positions without remuneration appointed by the president with a term of one year.

Article 5

The chief of the Committee is elected among the members for a term of one year. He/she may be reelected and reappointed and acts as the convener of the meeting. Before chief of the Committee is elected, Director of Counseling Centre is the convener of the meeting.

Article 6

Counseling Centre is responsible for the business of the Committee and the paperwork handling of complaints.

Article 7

At least half of the members should be present during the meetings. A favorable vote of at least two-thirds of the committee member is required for passing the final decision of the appraisal letter; at least half of the committee member is required for passing other decisions. If a member cannot attend the meeting, he/she may not appoint a representative. The absent members shall not be included in the present number of attendance.

Article 8

The same case may be applied only once by the student, student union, or other student self-rule associations. The committee may invite relevant personnel to attend the meeting depending on the nature of the complaint.

Article 9

The committee members who consider themselves an interested party shall apply for absence and state the true reasons in writing before the appraisal meeting begins. The determination for being interested or not as well as the application is agreed or not shall be discussed and approved by the committee.

Chapter III Student Complaints Settlement

Article 10

The complaint should be made in ten days after the student receives a reward or punishment letter or the student self-rule association receives reward or punishment or other measures from the school.

Applications after the administrative appeal period stipulated was expired due to act of god or other caused not contributed to her/him may file an application to restore her/his original status via a written which prescribes the reasons why act after the date is due within 10 days after the reasons were demolished. The applications expiring for over one year will not be accepted.

Article 11

The complainant must complete the application form and attach it with relevant documents and proof. If the complaint is necessary to be investigated or understood on-the-spot, an 'investigation team' of three to five members shall be established through the approval of the committee meeting.

The preceding complaint appeal shall include compensation expected.

Article 12

The expired applications for complaint or appeals obviously to be judged in the trial court will not be accepted. But complaints beyond the period of appeals with special circumstances may be resolved by the committee for settlement.

Article 13

For those complaints beyond the scope, the committee shall dismiss the complaints with a written decision and propose treatment recommendation within 20 days upon receipt of the application.

Article 14

After the complaint is made, the complainant shall inform the university in written form if taking any legal action; the university then will inform the Committee.

The committee shall suspend appraising the complaint and notify the complainant in accordance with the preceding notice or the circumstances known by powers; the committee shall continue appraising the complaint with the written request of the complainant after the reason for suspension have been lifted and notify the complainant in writing. If the final or partial decision had been made based on the outcome of other legal actions, the committee shall suspend appraising the complaint and notify the complainant in writing before the appeal or litigation procedures are ended; the committee shall continue appraising the complaint after the reason for suspension have been lifted and notify the complainant in writing.

Cases involving dropping out of school or expulsion from school are not applicable to the preceding two provisions.

Article 15

The assembly of the meeting is confidential, but will inform the complainant, representative of the respondent institution, and related person(s).

Article 16

The decision of an appraisal should be completed within thirty days from the date the application or offense report is accepted. The appraisal may be extended once if necessary, and each extension may not exceed two-month time. The complainant shall be notified of the extension. Before the appraisal decision letter is made, the Committee may recommend stopping the original measure execution to the complaining students. Cases involving dropping out of school or expulsion from school may not be extended. Applications fail to meet the regulations shall be returned and are expected to be corrected within seven days.

Article 17

For the complaints of dropping out of school or expulsion from school, before the school appraisal decision is made, the student may stay in school if apply in written form. The school shall consult the Committee upon receiving written application; results will be given within one week considering the student's daily life and academic status and specifying the rights and obligations related to enrollment.

Article 18

Except for graduation certification, other course takings, grading, rewards and punishments

shall follow the precedent of normal students.

Article 19

If the case is withdrawn by the complainant before the appraisal decision letter is made, the same case may not be applied again.

Article 20

The Committee shall discuss the complaint and decide the conclusion of the appraisal to be signed by the chief of the committee. All suggestions and decisions of the committee members must be kept confidential.

Article 21

The appraisal letter shall record events process, representations of both parties and reasons for appraisal; remedy measures should be concretely stated. The appraisal decision letter shall include main content, facts and reasons; rejected complaints shall also be made into appraisal decision letters but stating only the main content and the reasons without record of facts.

The said appraisal decision letters shall record the relief for those who do not agree with the decisions made in the reappraisal.

Article 22

The appraisal will be sent to Committee members, the complainant and the original units after approved by the president. The complainant should accept the appraisal conclusion of the Committee. If the complainant does not agree with the conclusion, he/she may state new evidence once and apply for reappraisal within thirty days after receiving the decision letter.

Article 23

According to the association of the Student Complaint Committee, the appraisal decision letter should be sent to the complainant and the original institution after it is ratified by the principle. The school shall take actions of the measure written in the appraisal decision letter. If the original institution considers that the measures are against the regulation or are impossible to realize, it must state specific facts and reasons to the principle and inform the Committee within ten days after receiving the letter. If the principle approves, the case may be reappraised once by the Committee. If in special situation, the complaint or the original institution cannot state the facts and reasons in limited time, the time of reapplication and reappraisal may be extended. If a complaint of expulsion from school is confirmed through the appraisal, the student's study and student status shall be processed as the following regulation:

1. The end of study time on the certification of courses studied should be the time of the punishment.
2. A credit certificate will be given for the courses taken during the complaint period.

The student's military service, refund standards shall be processed as the following:

1. Draftee
2. Refund standards will be made according to Article 15 of the Tuition Fee Regulations

for Junior Colleges and Institutions of Higher Education and Article 8 of the Student Fee Regulations for Junior Colleges and Institutions of Higher Education.

Article 24

If not agreeing with the punishments of the school, the complainant may write an appeal letter and send it with the appraisal decision letter within thirty days after receiving the letter. It will be send to the Ministry of Education after it has been reviewed by the school.

For the complainant who does not agree with the punishments of the school and sends an appeal letter directly to the Ministry of Education without being reviewed by the school, the appeal will be removed to school and handled in accordance with student grievance procedures.

If the complaint does not agree with the school's punishments, other measure, or decisions made in the reappraisal, he/she may take legal actions in order to seek relief.

Article 25

If the student cannot resume studies on time due to special situations, the school shall help him/he return to study; for the draftee who has already started his military duty, the school shall retain his status as a student and help him return to studies after retirement.

The expulsion procedures of the student should be canceled if the student is returning to school.

Article 26

Different from feedback, student complaint system is imbued with the nature of student's interest relief with students' personal interests damage as a precondition. Student complaint system shall be included in the student handbook to enable students to understand the function of complaint system. Students' petition, advice, prosecution and opinion expressed by other forms will be processed by the rules of other units of the school. If the complaint is made by the student due to sexual harassment, sexual assault, or sexual bullying incident and it attributes to Article 28 of the Gender Equity Education Act, it shall be processed according to the Gender Equity Education Act. For cases that involve sexual harassment, sexual assault and sexual bullying, the Gender Equity Education Committee will propose punishment recommendation; the complainant not agreeing with the punishments of the school shall make a complaint again.

Chapter IV Supplementary Provisions

Article 27

The Guidelines and any amendments hereto shall be announced and implemented after approved at Academic Affairs Meeting and submitted to the Ministry of Education for review.