

**East European University**

**Ethics Complaint Handling Procedure**

**Article 1. Purpose and Scope of the Procedure**

1. The purpose of this Procedure is to establish clear, fair, and transparent rules for the receipt, registration, review, and response to statements, claims, and complaints submitted to the Ethics Committee at East European University.
2. This Procedure applies to all complaints and claims related to organizational and institutional ethics.
3. This Procedure does not apply to matters related to research ethics, which are regulated by separate research ethics mechanisms of the University.

**Article 2. Persons Entitled to Submit a Complaint**

The right to submit a complaint or claim to the Ethics Committee is granted to:

- a) University student;
- b) academic staff;
- c) administrative staff;
- d) any other person who possesses good-faith information regarding an ethical violation.

**Article 3. Receipt and Registration of Complaints**

1. A complaint may be submitted:
  - a) via the Ethics Committee's electronic mail;
  - b) through an online form published on the University's official website.
2. A received complaint is registered by the Ethics Committee in a special register.
3. Information recorded in the register is used solely for internal administration, statistics, and reporting purposes.
4. Upon registration, a complaint is assigned a unique registration number.

**Article 4. Initial Assessment (Admissibility Check)**

1. The Ethics Committee conducts an initial assessment no later than ten (10) working days from the receipt of the complaint.
2. The purpose of the initial assessment is to determine:

3. a) whether the matter falls within the competence of the Ethics Committee;  
b) whether the information provided is sufficient to commence the review.
4. If the complaint does not fall within the Committee's competence, the complainant shall be informed accordingly and, where necessary, referred to an appropriate alternative mechanism.

#### **Article 5. Review Process**

1. The review of a complaint is conducted impartially, collegially, and with due regard to confidentiality.
2. During the review process, the Ethics Committee is authorized to:
3. a) request additional information or explanations;  
b) contact the relevant structural units of the University;  
c) invite persons related to the matter to provide explanations.
4. A member of the Ethics Committee is obliged to recuse themselves from the review process in the event of a conflict of interest.

#### **Article 6. Decision and Timeframes**

1. The Ethics Committee adopts a decision no later than thirty (30) working days from the commencement of the review of the complaint.
2. The decision may be:
  - a) recognition of the complaint as substantiated and issuance of relevant recommendations;
  - b) recognition of the complaint as partially substantiated;
  - c) recognition of the complaint as unsubstantiated.
3. The Ethics Committee's recommendations are forwarded to the relevant University bodies for response and action.

#### **Article 7. Informing the Complainant**

1. The Ethics Committee ensures that the complainant is informed about the outcome of the review.
2. In the case of an anonymous complaint, feedback is provided only where technically possible.
3. The complainant is provided with information on:
  - a) the completion of the review;
  - b) the general substance of the decision (without disclosure of personal data).

#### **Article 8. Confidentiality and Data Protection**

1. A high standard of confidentiality is maintained throughout the complaint review process.
2. Personal data are processed solely in accordance with the law and internal policies.
3. Information shall not be disclosed to third parties, except in cases provided for by law.

#### **Article 9. Prohibition of Retaliation**

1. The Ethics Committee ensures compliance with the principle of protection against retaliation.
2. Any instance of retaliation is considered a separate ethical violation and is subject to appropriate response.

#### **Article 10. Archiving and Reporting**

1. Information regarding reviewed complaints is stored in the internal archive of the Ethics Committee.
2. Aggregated statistical data are reflected in the Ethics Committee's annual report without disclosure of personal data.

#### **Article 11. Final Provisions**

1. This Procedure is approved by the University's Representative Council.
2. This Procedure enters into force upon approval.
3. This Procedure is publicly accessible on the University's official website.