ANNEX 2
to Minutes No. 21 of the University Council
dated 1 July 2026

Student Complaints Policy of Tashkent State University of Law

This Policy is in accordance with the legal authorities on legal education in Uzbekistan and the Quality Assurance Policy of Tashkent State University of Law (hereinafter – University).

Chapter I. General Provisions

1. This Policy governs the processes for submitting, considering and resolving complaints of students and researchers at Tashkent State University of Law (hereinafter — the University).

2. The following basic terms are used in this Regulation:

University — Tashkent State University of Law and its structural units;

structural units — the departments, divisions, faculties, branches, centres and other structural entities within the University;

employee — citizens of the Republic of Uzbekistan, as well as foreign citizens and stateless persons, who have concluded an employment contract with the University and who are not members of the professor-teaching staff;

pathway leader — a member of the professor-teaching staff appointed as the leader of the Jurisprudence bachelor's educational programme in the relevant faculty; the specialization leader reports to the relevant dean and is responsible for ensuring the effective and coherent delivery of that educational programme in the relevant faculty and for carrying out monitoring and analytical activity;

program leader — a member of the professor-teaching staff responsible for ensuring the effective and coherent delivery of bachelor's (with the exception of the Jurisprudence bachelor's programme) and master's educational programmes and the effective and coherent completion of postgraduate educational programmes, and for carrying out monitoring and analytical activity relating to the educational programme;

module leader — a member of the pedagogical staff responsible for the quality of teaching of an individual module, for the development of the study materials, and for the preparation of all types of assessment questions and the maintenance of uniform standards in the evaluation of students' knowledge;

complainant — a student or researcher who has submitted a complaint asserting that their legal rights or interests connected with the educational process have been violated;

complaint — a request for the restoration of the violated rights and the protection of the legitimate interests of one or more students or researchers, arising as a result of an act (omission) carried out by the University or on its behalf in connection with the educational process, or of the unsatisfactory quality of a service rendered (failure to comply with service standards);

anonymous complaint — a complaint submitted without sufficient information to identify the complainant, namely one in which the identifying details of the student or researcher (surname, name, patronymic, or educational details) are omitted or false, as well as an electronic complaint that does not make it possible to identify the person, or a written complaint not certified by a signature (electronic digital signature);

duplicate of a complaint — a copy of a complaint of the same student or researcher, or of the same students or researchers;

repeat complaint — a complaint received from the same student or researcher, or from the same students or researchers, in which the decision adopted on a previous complaint is challenged or dissatisfaction is otherwise expressed, or which gives notice that a previous complaint was not considered in due time, where, at the moment the repeat complaint is received, the time limit for consideration established by the legislation and by this Regulation has expired;

electronic complaint — a complaint received through the official e-mail address of the University (info@tsul.uz) or through the dedicated bot of the Rector of the University;

resolution of a complaint through the discussion procedure — the stage at which a complaint is resolved through direct discussion (communication) with the employee or the head of the structural unit to which the subject of the complaint directly relates;

student — a person admitted, in accordance with the established procedure, to a bachelor’s or master’s programme of the University and undergoing study. In this Regulation the term "student" also applies to an applicant permitted, in accordance with the established procedure, to attend classes, and to a person studying at the University under an academic mobility programme;

researcher — a person admitted to the University, in accordance with the established procedure, to basic doctoral studies, doctoral studies or independent research;

3. Complaints may be submitted orally, in writing or in electronic form.

4. Complaints received through the University’s "trust line" are recorded, registered and considered as oral complaints in the manner established by this Regulation.

5. This Regulation does not apply to:

complaints of students concerning the results of interim and final assessment;
complaints of students concerning the approval of the topics of graduation qualification works and the results of the defence of graduation qualification works;
complaints of researchers concerning the approval of research topics and the results of the defence of research work;
complaints of students and researchers relating to their employment relations with the University, including the employment contract, working conditions and remuneration;
complaints for which the procedure of consideration is established by the legislation on administrative liability, civil-procedural legislation, criminal-procedural legislation or other legislation.

Complaints in the areas listed above are governed by the relevant legislation or by other internal regulatory documents.

6. The processes for considering and resolving complaints at the University comprise:

consideration and resolution of a complaint through the discussion procedure;
consideration and resolution of a complaint on its merits.

Chapter II. Guarantees of the Right of Students and Researchers to Submit Complaints

7. The basic principles for considering and resolving complaints are:

legality;
openness and transparency;
accountability;
full, impartial and timely consideration of complaints;
the prohibition of discrimination and persecution.

8. The University and its responsible employees shall take measures to ensure that complaints are considered fully, impartially and in due time, and shall take measures, within their powers, to ensure the protection of the violated rights and legitimate interests of students and researchers connected with the educational process.

9. The right to submit a complaint is exercised voluntarily. No one may be compelled to support a complaint or to take part in actions directed against it.

10. The persecution of students and researchers in connection with their having submitted a complaint, or for the views expressed and criticism made in a complaint, is prohibited.

11. In the exercise of the right to submit a complaint, discrimination on the grounds of the sex, race, nationality, language, religion, social origin, beliefs, or

personal or social status of a student or researcher, or on any other grounds, is not permitted.

12. Students and researchers are guaranteed the right to submit a complaint individually or collectively. A collective complaint submitted by two or more students or researchers on a matter affecting their violated rights and legitimate interests connected with the educational process is considered in accordance with the general procedure established by this Regulation. Unless the complaint indicates otherwise, the response to a collective complaint is sent to the student or researcher listed first.

Chapter III. Grounds for Submitting a Complaint

13. Within the scope of this Regulation, the grounds for submitting a complaint seeking the restoration of the violated rights and legitimate interests of students and researchers connected with the educational process include, in particular:

the failure of the University to fulfil its obligations, including obligations set out in official information on an educational programme (specialization) or in regulatory documents;

the dissemination by the University of inaccurate or misleading information in promotional materials and guides;

shortcomings in the organization and delivery of an educational programme, including in the quality of teaching or in activities relating to research supervision;

the unsatisfactory quality of the infrastructure, educational resources or services provided by the University;

the unsatisfactory performance of organizations or contractors providing services on behalf of the University, where, under the contract between the University and the relevant organization or contractor, the University is designated as the body authorised to receive and consider such complaints.

Chapter IV. Consideration and Resolution of a Complaint through the Discussion Procedure

14. Consideration through the discussion procedure is voluntary for the student or researcher and involves resolving the matter, in the first instance, with the structural unit to which the subject of the complaint directly relates.

15. A student or researcher may raise a complaint through the discussion procedure in person and orally or, if they so wish, in writing.

16. In order to maintain contact with the complainant and to establish their identity, the complaint shall indicate the surname (name, patronymic) and the educational details of the student or researcher. At the request of the complainant, measures are taken not to disclose information concerning their identity.

17. Complaints relating to the delivery of a module or a program are resolved through the discussion procedure with the relevant module, pathway or program leader; complaints relating to the unsatisfactory quality of a service rendered (failure to comply with service standards) are resolved with the relevant employee or the head of the structural unit.

18. The employee who receives the complaint examines it independently, discusses it with their immediate supervisor where necessary, communicates with the student or researcher in order to establish all the circumstances of the matter, and gathers the necessary information.

19. Resolution through the discussion procedure is a process aimed at the prompt, on-the-spot resolution of a complaint; it is recorded in the electronic register of documents, and no written response is required for complaints resolved on the spot. Where a complaint is not resolved on the spot, or cannot be resolved, the outcome of the resolution is, as a rule, sent to the complainant in writing or in electronic form within fifteen days at most.

20. Where a student or researcher is dissatisfied with the outcome of the discussion procedure, or has not made use of it, they may at any time apply to the relevant responsible structural unit for the complaint to be considered on its merits.

21. Where, at the stage of resolution through the discussion procedure, the relevant structural unit within whose competence the matter raised in the complaint of a student or researcher falls has failed to take the necessary measures in due time and has not resolved the complaint despite being able to do so within its competence, the relevant structural unit (its head) shall bear responsibility in the established manner.

Chapter V. Submission and Consideration of a Complaint

22. A student or researcher may submit a complaint:

in writing;

through the official e-mail address of the University (info@tsul.uz) or the Rector’s dedicated bot;

through the University’s trust line;

orally, during personal receptions and meetings held by the Rector, the Pro-Rectors or the faculty deans.

23. A complaint shall indicate:

the surname (name, patronymic) and the educational details of the student or researcher;

the substance of the complaint;

the documents supporting the complaint (if any);

whether the stage of resolution through the discussion procedure has been used (if applicable);

the date of submission of the complaint and the signature of the student.

24. A complaint is submitted no later than three months from the day on which the act (omission) or decision violating the rights and legitimate interests of the student or researcher connected with the educational process became known. Where the grounds set out in the complaint are of a serious nature, or where the time limit for submitting the complaint has been missed for a valid reason, the time limit is restored by the relevant Pro-Rector.

25. Oral complaints received by the Rector, the Pro-Rectors or the faculty deans during personal receptions and meetings are, as a rule, resolved on the spot; in such cases no written response is required. Where it is established that a complaint cannot be resolved on the spot, or has not been resolved at the stage of resolution through the discussion procedure, the complaint is recorded in the reception (meeting) minutes, registered on the same day, and considered within the procedure and time limits established by this Regulation.

26. The registration and consideration of complaints received is carried out in accordance with the Instruction of the Rector of the University on records management and control over the execution of documents at Tashkent State University of Law.

27. A complaint received is forwarded for execution to the relevant responsible structural unit (or units) in accordance with a resolution (endorsement) of the University's leadership. Where a complaint is submitted against a structural unit reporting directly to the Rector, or against the head of such a unit, the complaint is forwarded, in accordance with the Rector's resolution, to another structural unit of equal authority for impartial consideration.

28. Where a complaint submitted in respect of relations governed by this Regulation concerns the act (omission) of a structural unit of the University or of its employee (professor-teacher), the consideration of such complaint shall not be assigned to that structural unit or to that employee (professor-teacher).

29. A complaint is considered within fifteen days from the day on which it is received by the University, and, where additional examination and (or) verification or the obtaining of additional documents is required, within a period of up to one month.

30. Where, in the course of the consideration of a complaint, a duplicate of the complaint is received from the same student or researcher, or from the same students or researchers, that complaint is considered together with the complaint received earlier and a single response is given on the outcome.

31. Where a duplicate of a complaint is received after the complaint has been considered and a response has been sent, an employee of the responsible structural unit informs the complainant of this in writing.

32. Following the consideration of a complaint, the responsible executor (structural unit) prepares a conclusion. The conclusion shall set out clear grounds refuting or confirming the arguments in respect of each matter raised in the complaint.

33. The complainant is informed without delay, in writing or in electronic form, of the decision adopted following the consideration of the complaint. The response to the complaint is signed by the Rector of the University or by the relevant Pro-Rector.

34. A complaint is deemed to have been considered where all the matters raised in it have been considered impartially and fully and the relevant response has been sent to the complainant. The day on which the response is sent is deemed to be the day on which the consideration of the complaint is completed.

35. Where a student or researcher is dissatisfied with the relevant decision, they are entitled to apply to a higher authority or to a court in the manner provided for by the legislation. Together with the response, the student or researcher is informed of the procedure for exercising this right.

36. The following complaints are not considered:

anonymous complaints;

complaints where there is evidence confirming that knowingly false information has been given in the complaint, or that it contains elements of slander or insult;

complaints that do not comply with the requirements established by this Regulation.

37. Where a complaint is left without consideration, a corresponding conclusion is drawn up and approved by the Rector of the University or by the relevant Pro-Rector.

38. The employee responsible for the consideration of the complaint draws up, within two days, a conclusion on the recognition of the complaint as anonymous, which is approved by the Rector or the relevant Pro-Rector. The conclusion shall set out in full the grounds for recognising the complaint as anonymous.

39. The consideration of complaints is terminated in the following cases:

where a repeat complaint contains no new arguments or newly discovered circumstances, the materials of the previous complaint contain complete materials of the verifications carried out, and responses have been given to the complainant in the established manner;

where the complainant has withdrawn the complaint in the established manner or has requested that its consideration be terminated;

where, in the course of consideration, evidence is established in accordance with the third paragraph of clause 36 of this Regulation;

where, following the death of the complainant, the consideration of the complaint does not permit legal succession.

40. The decision to terminate the consideration of a complaint is taken by the Rector or the relevant Pro-Rector.

Chapter VI. Rights of Complainants

41. A complainant has the right to:

receive information on the progress of the consideration of the complaint;

set out their arguments in person and give explanations;

become acquainted with the materials and the results of the consideration of the complaint;

submit additional materials;

request clarification of the response to the complaint (an explanation of its meaning, without altering its substance) and (or) the correction of clerical, technical or factual errors in it;

withdraw their complaint, by submitting a written or electronic application, before a decision has been taken on it;

challenge the results of the consideration of the complaint in the manner established by the legislation;

exercise such other rights as are provided for by the legislation.

Chapter VII. Rights and Obligations of the University in Considering Complaints

42. In considering complaints, the University has the right to:

request and obtain, in the established manner, the information necessary for the consideration of the complaint;

request the attendance of the complainant in order to be heard, where the complaint cannot be considered in their absence;

exercise such other rights as are provided for by the legislation.

43. The University and its structural units shall:

comply with the requirements of this Regulation;

provide the complainant with the opportunity to become acquainted with documents, decisions and other materials affecting their rights, freedoms and legitimate interests connected with the educational process;

inform the complainant, without delay and in writing or in electronic form, of the results of the consideration and of the decision adopted, once the complaint has been considered;

monitor the execution of the decision adopted following the consideration of the complaint;

take immediate measures in respect of the unsatisfactory quality of a service provided, and identify, within their powers, the causes and conditions giving rise to violations of the rights and legitimate interests of learners connected with the educational process;

where, as a result of an act (omission) carried out by the University or on its behalf in connection with the educational process, or of the unsatisfactory quality of a service rendered (failure to comply with service standards), the rights and legitimate interests of a student or researcher have been violated and material damage or moral (non-pecuniary) harm has been caused, take measures, in the manner established by law, to compensate for the material damage or the moral (non-pecuniary) harm;

discharge such other obligations as are provided for by the legislation.

Chapter VIII. Monitoring, Control, Consolidation and Analysis of the Consideration of Complaints

44. The heads of the structural units of the University take measures to ensure that complaints relating to their units are considered fully, impartially and in due time.

45. Statistical records of complaints — those received, considered and resolved (or not resolved) at the stage of resolution through the discussion procedure by the structural unit within whose competence the subject of the complaint directly falls, as well as those referred for consideration on their merits, upheld, not upheld or left without consideration — and of other related data are maintained by the Department of Organizational Control and Strategic Planning.

46. At least twice during the academic year, the Department of Organizational Control and Strategic Planning analyses, in consolidated form, the general indicators of the handling of complaints, the matters most frequently raised in complaints, the principal shortcomings and irregularities identified as a result of the consideration of complaints, and the causes impeding the rights, freedoms and legitimate interests of

students and researchers, as well as the processes relating to quality assurance at the University, with a view to their elimination, and submits the resulting information to the Student Support Committee.

47. On the basis of the results of the analysis, systemic problems are identified and measures aimed at eliminating the causes giving rise to complaints are developed in cooperation with the relevant structural units.

Chapter IX. Final Provisions

48. The following entail liability in accordance with the law:

the unlawful refusal to accept and consider complaints of students and researchers;

the breach, without valid reason, of the time limits for their consideration;

the failure to send a response in writing or in electronic form;

the adoption of a decision contrary to this Regulation and to the legislation;

the failure to ensure the execution of a decision adopted in connection with a complaint;

the disclosure, without their consent, of information on the private life of complainant students and researchers;

the persecution of complainants in connection with their having submitted a complaint, or for the views expressed and criticism made in their complaint;

any other violation of the legislation.

49. Relations not governed by this Regulation are subject to the rules provided for by the Law of the Republic of Uzbekistan "On Appeals of Physical and Legal Persons".

50. The violation of the legislation on appeals and of the provisions of this Regulation, as well as the submission of a complaint containing slander or insult, entails liability in the established manner.

51. This Regulation is reviewed by the University Council at least once every three years; where necessary, amendments and additions are made to it in the established manner.