

APPROVED
by the BIA Senate decision No.143,
dated 09.07.2020
WITH AMENDMENTS APPROVED
at the BIA Senate meeting
on July 11, 2024
Protocol No. 165

Procedure for submission and consideration of student applications, proposals and complaints

I. General Provisions

1.1. The Procedure for Submitting and Reviewing Student Applications, Suggestions, and Complaints (hereinafter referred to as the Procedure) establishes the process by which students of the Baltic International Academy (hereinafter BSA) may submit applications, suggestions, and complaints (hereinafter referred to as Applications) regarding the implementation of the study process, work arrangements, working hours, and other issues. A complaint/suggestion is considered an expression of dissatisfaction or a proposal made by one or more students regarding BSA's actions or inactions, deviations from procedures, policies, or service standards provided by BSA.

1.2. The procedure for reviewing complaints and suggestions includes issues related to:

- the quality of services provided by BSA;
- the quality of the study process;
- the quality of technical support or teaching materials;
- unfair or unethical behavior by students, faculty, or administrative staff.

1.3. Applications and related documents are classified as restricted information in accordance with BSA's Privacy Policy.

1.4. Without the consent of the applicant, it is prohibited to disclose information about them publicly.

1.5. This procedure does not apply to applications related to tuition fees, suspension of studies, or other official applications reviewed under the procedure outlined in the Law on Submissions.

1.6. This procedure does not cover appeals concerning the evaluation of study results or examination processes, which are reviewed according to the BSA Study Results Evaluation Regulations and the Regulations on State and Final Examinations.

1.7. This procedure does not cover whistleblowing, which is governed by the BSA Whistleblowing Procedure.

1.8. Applications from students regarding breaches of academic integrity are reviewed following the BSA Code of Academic Honesty and Ethics.

II. Procedure for Reviewing Applications, Suggestions, and Complaints

2.1. Applications can be submitted electronically or in person at the BSA Information Center in Riga or the relevant BSA branch.

2.2. Applications may be submitted individually or collectively (by at least 51% of the students in a student group, including the BSA Student Parliament), regardless of study program or format. If submitted by a group, the application should specify a contact person to whom the response will be addressed.

2.3. An application should include:

- the applicant's name, surname, and student ID number or student group number, and date;
- an email address where the response should be sent;
- a description of the issue, relevant facts, and/or proposal wording (time, involved persons, etc., if applicable) (see Appendix No. 1 for sample format).

2.3. Upon receiving a written application, a staff member at the BSA Information Center or branch registers the application in the register for applications, suggestions, and complaints, assigns a responsible person for providing a response (according to Appendix No. 2), scans and electronically forwards the application to the responsible person or unit for response preparation.

2.4. If the written application lacks the information specified in point 2.3 or its content is overtly offensive or provocative, the BSA Information Center or branch staff member has the right to reject it and not proceed with further review.

2.5. An application can be submitted electronically through the BSA study portal (My BSA), the BSA website (<http://bsa.edu.lv>), or via email at info.md@bsa.edu.lv by filling out an electronic form.

2.6. To receive a response to an electronic application, the applicant must provide the information specified in point 2.3.

2.7. Upon receiving an electronic application, the responsible staff member verifies that its content matches the selected topic and that it has reached the appropriate recipient. If necessary, the application is redirected to the appropriate recipient and recorded in the applications, suggestions, and complaints register.

2.8. If the applicant wishes for the facts in the application to remain confidential, they must indicate this in the application. If no indication is made, BSA has the right to disclose the facts, adhering to the requirements of regulatory enactments.

2.9. It is prohibited to forward the application to the individual or unit whose actions are challenged in the application for response preparation. The response preparer may request an explanation from the person or unit whose actions are contested.

2.10. Responses to student applications are provided within twenty business days from the date of receipt. The review period may be extended if objectively necessary but not beyond one month from the date of receipt.

2.11. Pieteikumu vadības kārtība:

2.11.1. Iesniegšana;

2.11.2. Reģistrācija;

2.11.3. Nosūtīšana atbildīgai personai;

2.11.4. Informācijas precizēšana, faktu un apstākļu noskaidrošana;

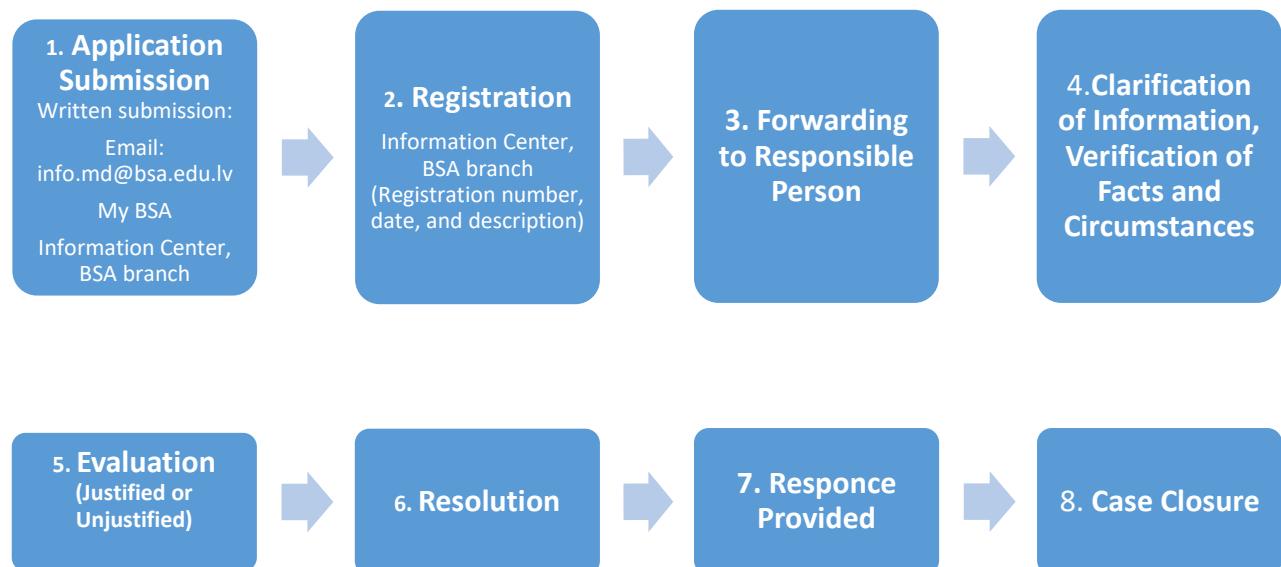
2.11.5. Izvērtēšana (pamatota vai nepamatota);

2.11.6. Risinājums;

2.11.7. Atbildes sniegšana iesniedzējam;

2.11.8. Lietas slēgšana.

Procedure for Handling Applications



III. Noslēguma noteikumi

3.1. BSA Informācijas centra un BSA filiāles darbinieks kontrolē Pieteikuma izskatīšanas termiņa ievērošanu un reizi gadā pēc studiju gada beigām apkopo Pieteikumu statistiku un iesniedz to BSA vadībai un Studiju daļas prorektoram.

3.2. Studiju daļas prorektors analizē Pieteikumu statistiku un izvērtē Pieteikumu izskatīšanas procesa gaitu, pamatojoties uz Pieteikumu iesniedzēju sniegto procesa vērtējumu.

Appendix No. 1: Sample Application

Information about the student

Name, surname:

Student ID No.:

Email:

Contact phone number:

APPLICATION OR SUGGESTION OR COMPLAINT

CONTENT

(the most relevant information, specifying particular facts or circumstances and attaching necessary documents)

Location,

Date

(Signature)

Signature clarification

Received at BSA Information Center (BSA branch)

Location,

Date

(Signature)

Signature clarification

Student Applications, Complaints, and Suggestions and Responsible Persons or Units

Topic	Responsible Person (Unit)	Email Address
Study process and quality in Riga and branches	Pro-Rector for Study Affairs	prorektor@bsa.edu.lv
Research process	Pro-Rector for Research Affairs	vladislavs.vol-kovs@bsa.edu.lv
Doctoral studies	Pro-Rector for Research Affairs	vladislavs.vol-kovs@bsa.edu.lv
International student matters	Pro-Rector for International Affairs	inta.buka@bsa.edu.lv
Tuition fees, loans, scholarships	BSA Accounting	kreditu.dala@bsa.edu.lv
Library	Scientific Library	biblio@bsa.edu.lv
Administrative matters	Administrative Department	irinakuzenko@inbox.lv
IT matters	Computer Center	it@bsa.edu.lv
Website, Moodle system	Computer Center	moodle@bsa.edu.lv