

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

1. Procedure for submission and consideration of student applications, proposals and complaints (hereinafter referred to as the Procedure) determines the procedure according to which the students of the Baltic International Academy (hereinafter referred to as the BIA) may submit the applications, proposals and complaints (hereinafter referred to as the Application) regarding the implementation of the study process, agenda, working hours and other issues.
2. The Procedure does not apply to the applications for tuition fees, termination of studies and the other official applications which are considered in accordance with the Law on Applications.
3. Appeals regarding the assessment of study results or the course of examinations are examined at the BIA in accordance with the Regulations on the Assessment of Study Results.
4. Student Applications challenging their violation of academic integrity are reviewed in accordance with the BIA Code of Academic Integrity and Ethics.
5. Student can submit his Application electronically or in person at the BIA Information Centre in Riga or at the BIA branch.
6. In case the Application is submitted in writing it is to contain:
  - name, surname and student's card number of the applicant;
  - e-mail address to which the answer is to be sent;
  - nature of the case and specific facts (time, persons involved, etc., if any) (sample is attached hereto as the Annex No.1).
7. Upon receipt of a written Application, the employee of the BIA Information Centre or the BIA branch determines the respondent according to the issue (in conformity with the Annex No. 2 hereto), registers the Application, scans it and sends electronically to the responsible structural unit for consideration.
8. In case the written Application does not contain the information specified in the Clause 6 hereof, the employee of the BIA Information Centre or the BIA branch is entitled not to accept it and not to forward it for further consideration.
9. Application can be submitted electronically on the BIA study portal Nexus (My BIA) or on the BIA website (bsa.edu.lv) or by sending the completed electronic form to info@bsa.edu.lv.
10. In case the applicant of electronic Application wishes to receive an answer, he has to indicate the information provided for in the Clause 6 hereof.
11. Upon the receipt of electronic Application, the responsible employee checks whether its content corresponds to the chosen issue and the Application has reached the right addressee. If necessary, the responsible employee forwards it to the appropriate addressee and registers it in the register of submissions, proposals and complaints.
12. In case the Applicant does not wish the facts mentioned in the Application to be disclosed, he indicates this in the Application. In case the Application does not contain such indication, the BIA is entitled to disclose the facts contained therein in compliance with the requirements of regulatory enactments.
13. Answer to the student's Application is provided within twenty working days from the date of receipt of the Application. Term for reviewing the Application may be extended if it is objectively necessary, but not longer than one month from the date of receipt of the Application.
14. Employee of the BIA Information Centre and the BIA branch controls the observance of the term of consideration of Application and once a year after the end of the study year compiles the Application statistics and submits the report to the BIA management and the Study Quality System Department.
15. The Study Quality Management Department analyzes the Application statistics and evaluates the Application consideration process on the basis of the process evaluation provided by the Applicants.

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*Appendix No.1*

**Sample Application**

Student information  
Name and surname  
Student card No.  
e-mail  
Phone

**APPLICATION, PROPOSAL OR COMPLAINT**

CONTENTS  
(essential information)

Place,  
Date

(Signature)

Deciphering of signature

Received at the BIA Information Centre

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Place,  
Date

(Signature)

Deciphering of signature

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*Appendix No.2*

**Issues of student applications, complaints and suggestions and structural units providing answers**

Issue	Responsible structural unit	e-mail address
Study process in Riga and the branches	Vice-Rector for Studies	bsaprektor@inbox.lv
Scientific process	Vice-Rector for Research	Inna.stecenko@bsa.edu.lv
Questions of foreign students	Vice-Rector for International Relations	Inta.buka@bsa.edu.lv
Tuition fees, loans, scholarships	BIA accounting department	kreditu.dala@bsa.edu.lv
Library	Scientific library	biblio@bsa.edu.lv
Economic issues	Economic department	irinakuzenko@inbox.lv
IT issues	Computer centre	it@bsa.edu.lv