



PROCEDURE FOR CONSIDERING  
COMPLAINTS AND MOTIONS

**(regarding processes:  
programme evaluation and  
opinion-giving process)**

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## I. General provisions

1. A higher education institution that is a party to the proceedings conducted by the Polish Accreditation Committee may file a complaint and / or motion with regard to the course of the procedure being implemented as part of the programme evaluation process or opinions-giving on motions.
2. The subject of the complaint and / or motion examined under this procedure may not be substantive objections to the decisions taken, which the higher education institution may submit as part of ongoing proceedings, including as part of an application for reconsideration of the matter.
3. Complaints and / or motions may be submitted in the interest of oneself, other persons, and also in the public interest. The lodging of a complaint and / or request in the interest of another person requires their consent.
4. As a rule, the complaint and / or motion should be submitted in writing via traditional mail or e-mail in the course of the ongoing proceedings.
5. Complaints and / or motions, both those sent by traditional mail and by e-mail, should contain the name, surname (name) and address (including postal code) of the complainant and / or motion. Complaints and / or motions that do not contain your name and postal address will not be considered.
6. The subject of the complaint / and motion may not constitute a request for reconsideration of the matter in relation to the resolution contained in the resolution adopted by the Presidium of the Polish Accreditation Committee. Application for reconsideration of the matter are processed in accordance with Art. 245 sec. 4 of the Act of July 20, 2018, Law on Higher Education and Science under a separate procedure.
7. The complaint and / or motion shall not be examined in the part in which they relate to the issues presented in par. 2.
8. The President of the PKA, after reviewing the subject of the complaint and / or motion, immediately refers the matter to the Section for Complaints and Motions and / or the Section for Ethics, if the case concerns a breach of the PKA Code of Ethics.
9. The Section for Complaints and Motions processes the matter in accordance with the adopted regulations.

10. The Section for Complaints and Motions, including in particular the examination of the merits of submitting a complaint and / or motion, and a decision on how to settle them, is forwarded to the President of the PKA for further proceedings. The President of the PKA provides the complainant / applicant with a written notification on the manner of handling the complaint and / or motion.
11. In the case that, as a result of its examination, a complaint and / or a motion were found to be unfounded and its unfoundedness was demonstrated in the response to the complaint and / or motion, and the complainant renewed the complaint without indicating new circumstances, the previous position is maintained without notifying the complaining party.
12. 12. In the case of the programme evaluation process, under the established feedback mechanism, after the PKA Presidium adopts a resolution on the programme evaluation, the University receives a survey, under which it may also submit any comments or objections to the procedure covered by it. The nature of the submitted comments or objections is carefully analysed and, if necessary, by the decision of the President of the PKA, may be processed by the Section for Complaints and Motions and / or the Section for Ethics.
13. At the request of the President of the PKA, the Section for Complaints and Motions and / or the Section for Ethics also consider complaints and / or motions submitted to the Committee by individuals or institutions in a different manner.

**II. Procedure for considering complaints and motions - basic path** (*reservations regarding the course of the procedure in the course of proceedings conducted by PKA, reported by universities during its duration*)

| ACTIVITIES  | RESPONSIBILITY   | DEADLINE  | SUGGESTED SOLUTIONS   |
|---|--|---|---|
| <p>If it is found that in the e-mail correspondence to the following address: <a href="mailto:pka@pka.edu.pl">pka@pka.edu.pl</a> or to the postal address (Żurawia 32/34 st., 00-515 Warsaw, Poland), comments expressing dissatisfaction with the course of procedures in the course of the assessment or opinion-giving process- they are forwarded to the President of the PKA and then to the Section for Complaints and Motions.</p> | <p>The secretary's employee provides the full documentation of the cases to the President of the PKA and to the Secretary of the Section for Complaints and Motions.</p>   | <p>Immediately after receiving the relevant assignment in the correspondence journal.</p> | <p>Depending on the form of correspondence received:</p> <p><b>in electronic form</b><br/>(to the President of the PKA - to the e-mail address in the pka.edu.pl domain; to the Secretary of the Section for Complaints and Motions - to the e-mail address in the pka.edu.pl domain);</p> <p><b>in traditional form /</b><br/>via the <b>postal operator</b> (to the President of the PKA - to his own hands; to the Secretary of the Section for Complaints and Motions - to his own hands)</p> |
| <p>If it is found that in the e-mail correspondence to the following address: <a href="mailto:pka@pka.edu.pl">pka@pka.edu.pl</a> or to the postal address (Żurawia 32/34 st., 00-515 Warsaw, Poland), comments expressing dissatisfaction with the course of procedures in the course of the assessment or opinion-giving process relating to the behaviour of</p>  | <p>The secretary's employee provides the full documentation of the cases to the President of the PKA and to the Secretary of the Section for Ethics. If complaints and / or motions concern an employee of the PKA Bureau - they are also forwarded to the Director of PKA Bureau.</p> | <p>as above</p>   | <p>Depending on the form of correspondence received:</p> <p><b>in electronic form</b><br/>(to the President of the PKA - to the e-mail address in the pka.edu.pl domain; to the Secretary of the Section for Ethics - to the e-mail address in the pka.edu.pl domain; to</p>  |

| ACTIVITIES  | RESPONSIBILITY  | DEADLINE   | SUGGESTED SOLUTIONS   |
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| <p>participants - they are forwarded to the President of the PKA and then to the Section for Ethics. If complaints and / or motions concern an employee of the PKA Bureau - they are also forwarded to the Director of the PKA Bureau.</p>  |   |  | <p>the PKA Bureau Director - to the e-mail address in the pka.edu.pl domain);</p> <p><b>in traditional form /</b><br/>via the <b>postal operator</b> (to the President of the PKA - to his own hands; to the Secretary of the Section for Ethics - to his own hands; to the PKA Bureau Director - to his own hands)</p> |
| <p>After receiving the above-mentioned complaints and / or motions The Chairman of the Section for Complaints and Motions, in agreement with the President of the PKA, may request the employee responsible for the surveys to review the surveys in order to clarify whether the complaint and / or motion are isolated or if there were more than once.</p> | <p>The employee responsible for the surveys reviews received questionnaires in the scope indicated by the Chairman of the Section for Complaints and Motions.</p> | <p>Immediately upon receipt of such a request.</p> | <p>-</p>  |
| <p>After receiving the above-mentioned complaints and / or motions The Chairman of the Section for Ethics, in agreement with the President of the PKA, may request the employee responsible for the surveys to review the</p>   | <p>The employee responsible for the surveys reviews the surveys in the scope indicated by the Chairman of the Section for Ethics.</p>                             | <p>as above</p>                                    | <p>-</p>  |

| ACTIVITIES   | RESPONSIBILITY  | DEADLINE  | SUGGESTED SOLUTIONS   |
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| questionnaires in order to clarify whether the complaint and / or motion are isolated or if there were more than once.   |   |   |   |
| The Secretary of the Section for Complaints and Motions, in agreement with the President of the PKA, sets the date of the meeting at which the complaints and / or motions will be considered. The information on the date of the meeting is provided to all members of the Section. | The Secretary of the Section for Complaints and Motions forwards full documentation of the cases to the Chairman of this Section. | Immediately after receiving it from the secretary's employee. | <p>Depending on the form of correspondence received:</p> <p><b>in electronic form</b><br/>(to the President of the PKA - to the e-mail address in the pka.edu.pl domain; to the Secretary of the Section for Complaints and Motions - to the e-mail address in the pka.edu.pl domain);</p> <p><b>in traditional form /</b><br/>via the <b>postal operator</b> (to the President of the PKA - to his own hands; to the Secretary of the Section for Complaints and Motions - to his own hands)</p> |
| The Secretary of the Section for Ethics, in agreement with the President of the PKA, sets the date of the meeting at which the complaints and / or motions will be considered. The information on the date of the meeting is provided to all members of the Section.                 | The Secretary of the Section for Ethics forwards full documentation of the cases to the Chairman of this Section.                 | as above  | <p>Depending on the form of correspondence received:</p> <p><b>in electronic form</b><br/>(to the President of the PKA - to the e-mail address in the pka.edu.pl domain; to the Secretary of the</p>  |

| ACTIVITIES  | RESPONSIBILITY  | DEADLINE  | SUGGESTED SOLUTIONS   |
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|   |   |   | <p>Section for Ethics - to the e-mail address in the pka.edu.pl domain);</p> <p><b>in traditional form /</b><br/>via the <b>postal operator</b> (to the President of the PKA - to his own hands; to the Secretary of the Section for Ethics - to his own hands)</p> |
| <p>The Section for Complaints and Motions also examines, at the request of the President of the PKA, complaints and / or motions addressed to the Committee by natural persons or institutions in a different manner.</p> | <p>The secretary's employee provides the full documentation of the cases to the President of the PKA and to the Secretary of the Section for Complaints and Motions.</p>  | <p>Immediately after receiving the relevant assignment in the correspondence journal.</p> | <p>as above</p>   |
| <p>The Section for Ethics also examines, at the request of the President of the PKA, complaints and / or motions addressed to the Committee by natural persons or institutions in a different manner.</p>                 | <p>The secretary's employee provides the full documentation of the cases to the President of the PKA and to the Secretary of the Section for Ethics. If complaints and / or motions concern an employee of the PKA Bureau- they are also forwarded to the Director of the PKA Bureau.</p> | <p>as above</p>   | <p>as above</p>   |
| <p>The Section for Complaints and Motions, after clarifying and assessing, in accordance with the</p>   | <p>the Section for Complaints and Motions</p>   | <p>-</p>  | <p>-</p>  |

| ACTIVITIES   | RESPONSIBILITY   | DEADLINE | SUGGESTED SOLUTIONS |
|--|--|----------|---------------------|
| <p>adopted regulations, all the circumstances of the case, including factual and legal issues, takes its position by open voting, by a simple majority of votes. In the case of personal matters, the Section takes a position by secret ballot. The team deliberates during meetings, in a traditional or remote form, in the presence of at least four members.</p>  | <p>If the complaint and / or motion concern an employee of PKA Bureau, the Director of PKA Bureau also takes part - with the right to vote - in the meeting of the Section for Complaints and Motions.</p>               |          |                     |
| <p>The Section for Ethics, after clarifying and assessing, in accordance with the adopted regulations, all the circumstances of the case, including factual and legal issues, issues a decision. The decisions of the Team are made by a majority of votes. Voting is valid if at least half of the members present have not abstained from voting. If the opinions are so divided that Section of them obtains a majority, the Team continues its deliberations. The group deliberates until the ruling is formulated. The statement of reasons for the judgment shall be made in writing. The Section meets in the presence of at least three members. The final judgment on the personnel case is</p> | <p>the Section for Ethics</p> <p>If the complaint and / or motion concern an employee of PKA Bureau, the Director of PKA Bureau also takes part - with the right to vote - in the meeting of the Section for Ethics.</p> | -        | -                   |

| ACTIVITIES   | RESPONSIBILITY                         | DEADLINE | SUGGESTED SOLUTIONS |
|--|--|----------|---------------------|
| formulated by the Section as a whole.  |  |          |                     |
| If the complaints and / or motions are repeated, the Section for Complaints and Motions takes a position on their systemic solution, in the manner and according to the principles adopted in the internal regulations of the Committee. | the Section for Complaints and Motions | -        | -                   |
| If the complaints and / or motions are repeated, the Section for Ethics takes a position on their systemic solution, in the manner and according to the principles adopted in the internal regulations of the Committee.                 | the Section for Ethics                 | -        | -                   |

**III. Procedure for considering complaints and motions - additional path (survey monitoring)**

| ACTIVITIES  | RESPONSIBILITY   | DEADLINE   | SUGGESTED SOLUTIONS |
|---|--|--|---------------------|
| <p>If it is found that the survey contains comments expressing dissatisfaction with the course of the procedure in the course of the evaluation procedure - the employee responsible for the surveys immediately forward the questionnaire to the President of the PKA and then to the Section for Complaints and Motions.</p>  | <p>The employee responsible for the surveys forward the questionnaire with comments or objections to the President of the PKA and to the Secretary of the Section for Complaints and Motions.</p>  | <p>Immediately after receiving the survey with comments or objections.</p>           | <p>-</p>            |
| <p>If it is found that the survey contains comments expressing dissatisfaction with the course of the procedure in the course of the evaluation procedure regarding the behavior of the persons participating in it - the employee responsible for the surveys immediately forward the survey to the President of the PKA and then to the Section for Ethics. If comments or reservations concern an employee of the PKA Bureau - the survey is also forwarded to the Director of the PKA Bureau.</p> | <p>The employee responsible for the surveys forward the survey with comments or objections to the President of the PKA and to the Secretary of the Section for Ethics. If comments or objections concern an employee of the PKA Bureau - the survey is also forwarded to the Director of the PKA Bureau.</p> | <p>as above</p>  | <p>-</p>            |
| <p>The secretary of the Section for Complaints and Motions, in agreement with the President of the</p>  | <p>The secretary of the Section for Complaints and Motions forward the survey with comments or</p>   | <p>Immediately after receiving it from the employee responsible for the surveys.</p> | <p>-</p>            |

| ACTIVITIES   | RESPONSIBILITY   | DEADLINE        | SUGGESTED SOLUTIONS |
|--|--|-----------------|---------------------|
| <p>PKA, sets the date of the meeting at which the comments or objections will be considered. The information on the date of the meeting is provided to all members of the Section.</p>   | <p>objections to the Chairman of this Section.</p>   |                 |                     |
| <p>The secretary of the Section for Ethics, in agreement with the President of the PKA, sets the date of the meeting at which the comments or objections will be considered. The information on the date of the meeting is provided to all members of the Section.</p>   | <p>The secretary of the Section for Ethics forward the survey with comments or objections to the Chairman of this Section.</p>   | <p>as above</p> | <p>-</p>            |
| <p>The Section for Complaints and Motions, after clarifying and assessing, in accordance with the adopted regulations, all the circumstances of the case, including factual and legal issues, takes its position by open voting, by a simple majority of votes. In the case of personal matters, the Section takes a position by secret ballot. The team deliberates during meetings, in a traditional or remote form, in the presence of at least four members.</p> | <p>the Section for Complaints and Motions</p> <p>If the complaint and / or motion concern an employee of the PKA Bureau, the Director of the PKA Bureau also takes part - with the right to vote - in the meeting of the Section for Complaints and Motions.</p> | <p>-</p>        | <p>-</p>            |

| ACTIVITIES   | RESPONSIBILITY   | DEADLINE | SUGGESTED SOLUTIONS |
|--|--|----------|---------------------|
| <p>The Section for Ethics, after clarifying and assessing, in accordance with the adopted regulations, all the circumstances of the case, including factual and legal issues, issues a decision. The decisions of the Section are made by a majority of votes. Voting is valid if at least half of the members present have not abstained from voting. If the opinions are so divided that neither of them obtains a majority, the Section continues its deliberations. The group deliberates until the ruling is formulated. The statement of reasons for the judgment shall be made in writing. The Section meets in the presence of at least three members. The final judgment on the personnel case is formulated by the Section as a whole.</p> | <p>the Section for Ethics</p> <p>If the complaint and / or motion concern an employee of PKA Bureau, the Director of the PKA Bureau also takes part - with the right to vote - in the meeting of the Section for Ethics.</p> | -        | -                   |
| <p>If the complaints and / or motions are repeated, the Section for Complaints and Motions takes a position on their systemic solution, in the manner and according to the principles adopted in the internal regulations of the Committee.</p>  | <p>the Section for Complaints and Motions</p>  | -        | -                   |

| ACTIVITIES   | RESPONSIBILITY         | DEADLINE | SUGGESTED SOLUTIONS |
|--|------------------------|----------|---------------------|
| If the complaints and / or motions are repeated, the Section for Ethics takes a position on their systemic solution, in the manner and according to the principles adopted in the internal regulations of the Committee. | the Section for Ethics | -        | -                   |

#### **IV. Annex No. 1.**

### **Regulations of the Section for Complaints and Motions**

**(December 7, 2021)**

1. The Section operates in the composition appointed by the President of the Polish Accreditation Committee.
2. The Section considers the matter at the request of the President of the PKA.
3. The PKA secretariat sends case documentation to members at the request of the Chairman of the Section for Complaints and Motions (hereinafter: the Chairman).
4. The Chairman sets the date of the Section meeting within 7 days after receiving the documentation. This period may be extended in the event of a significant degree of complexity of the case.
5. The Section deliberates during meetings, in a traditional or remote form, in the presence of at least four members.
6. The matter is presented at the meeting by the Rapporteur, appointed by the Chairman from among the members of the Section.
7. After the discussion, the Section takes its position by open voting, with a simple majority of votes. In the case of personal matters, the Section takes a position by secret ballot. It is allowed to take into account the vote of a member who is absent from the Section meeting on the basis of his / her written opinion.
8. The content of the position is prepared by the Rapporteur, and the Minutes of the meeting are prepared by the Secretary of the Section.
9. In the content of the position, the Section presents recommendations on how to handle the complaint or motion.
10. The position and the Minutes of the meeting are forwarded to the President of the PKA.