



Guarantor: Rector's Department

Košice 27.10. 2022

No.: REK000174/2022-UPA/ 5136

**Addendum 1  
to Rector's Decision No. 13/2017  
on the handling of complaints**

In accordance with the provisions of Article 4(3) of the Organizational Rules of UPJŠ in Košice, as amended, and in connection with Section 15(1)(n) of Act no. 131/2002 on Higher Education and on Amendments to Certain Acts, as amended, in accordance with Section 11(1) and Section 26(3) of Act no. 9/2010 on Complaints, as amended

**I issue**

the following Appendix No. 1 to Rector's Decision No. 13/2017 on the handling of complaints.

**Article 1  
Content of the Addendum**

Rector's Decision No. 13/2017 is amended as follows:

**Article II – Handling of Complaints Submitted to UPJŠ reads as follows:**

The handling of complaints submitted to UPJŠ is entrusted to the UPJŠ Controller, who is obliged to handle complaints submitted to UPJŠ in accordance with the law.

**Article V - Deadline for Handling the Complaint reads:**

1. UPJŠ is obliged to handle the complaint within 60 working days.
2. If the complaint is difficult to investigate, the Rector of UPJŠ may extend the period under paragraph 1 of this Article before its expiry by 30 working days. The UPJŠ Controller shall notify the complainant of the extension of the deadline without delay, in writing, stating the reason.
3. The period for handling the complaint begins on the first working day following the day of its receipt by UPJŠ.

4. The time limit for handling the complaint does not run during the period between the sending of the invitation to cooperate with the complainant and the provision of cooperation under the law. In justified cases, if the complainant proves that the time limit for providing cooperation is insufficient, they may request in writing before the expiry of the time limit that a new time limit be set.

**Article VI - Registration of Complaints reads as follows:**

1. The UPJŠ Controller is obliged to keep the central register of complaints (“the Register”) separately from the records of other documents.
2. The register shall contain in particular the following information:
  - a) the date of receipt and the date of registration of the complaint, repeated complaint and further repeated complaint;
  - b) data under Section 5(2) of the Act,
  - c) the subject matter of the complaint;
  - d) the date on which the complaint was submitted and to whom it was allocated;
  - e) the outcome of the investigation of the complaint;
  - f) the measures taken and deadlines for their completion,
  - g) the date on which the complaint or repeated complaint was examined or the closure of the file on the further repeated complaint;
  - h) the outcome of the examination of the previous complaint or the investigation of the repeated complaint;
  - i) the date on which the complaint was forwarded to the body competent to examine it;
  - j) the reasons why the complaint was closed
  - k) notes.
3. A repeated complaint and further repeated complaint are registered in the year in which they were received. The note shall indicate the number of the complaint to which it relates.

**Article VIII - Control of the Handling of Complaints reads as follows:**

1. The UPJŠ Controller is entitled to check whether the measures taken to eliminate deficiencies and the causes of their occurrence are being properly implemented.
2. UPJŠ is obliged to submit an annual report to the Ministry of Education, Science, Research and Sport of the Slovak Republic on the handling of complaints within the deadline and structure set by it.

**Article 2  
Final provisions**

1. The other provisions of rector’s Decision no. 13/2017 remain unchanged and valid.
2. This addendum becomes valid and effective on the day of its signature by the Rector of UPJŠ.

Prof. RNDr. Pavol Sovák, CSc.  
Rector of UPJŠ