

Formal procedure for complaints and appeals submission

- All students' complaints and appeals should be first presented to, and handled by, Course Directors on respective subjects to which the complaint/appeal pertains.
- The complaint/appeal should be submitted to the Course Director in writing (on paper or via e-mail), and contain full information about the student including name, index number, return address, and clearly outlined subject of complaint/appeal with appropriate justifications and/or arguments.
- The Course director should respond, also in writing, within 7 days.
- If, for any reason, the student feels that the complaint/appeal was not dealt with by the Course Director appropriately, they can make a further appeal to the Vice Dean and the Board for studies in English. This second appeal will be considered only if it strictly conforms to the following:
 - The complaint/appeal must be in writing (preferably printed);
 - The complaint/appeal must be addressed to the Vice Dean and the Board for studies in English;
 - The complaint/appeal must contain contact information (phone number and address - regular mail or electronic) at which the student/students can be reached for further clarification and to which the final decision/answer can be delivered;
 - The complaint/appeal must contain a clear description of the matter including details about previous attempts of resolution with the Course Director and why it had failed. This also has to contain copies of all correspondence with the Course Director;
 - The complaint/appeal must be signed with students' full name and index number, year of studies and students' handwritten signature;
 - Initially, the complaint/appeal can be submitted via e-mail in order to expedite processing. However, in order to get the formal response, the complaint/appeal must be submitted to the Registry office (Pisarnica) at the ground floor of the Head building, Dr Subotica 8 street. Complaints/appeals submitted in another way (for example through the administrative office for studies in English) will NOT be taken into consideration.
- The complaints/appeals that satisfy all of the above conditions will be considered at the first next meeting of the Board for studies in English. If the Vice Dean and members of the Board need further information/clarification the student may be called to give a personal account of the matter and provide additional information.
- The final decision will be communicated to the student/students using the contact information given in the complaint/appeal.
- For all matters that are not related to an individual student (i.e. involve a large portion of students), or not related to a single subject, the students are strongly encouraged to involve students' representatives on their respective year/years and submit the complaint/appeal through them.

Vice Dean for studies in English
Prof. dr Dejana Jovanović