

A QUICK GRAPHICAL GUIDE TO COMPLAINTS AND APPEALS PROCEDURE

COMMUNICATE YOUR COMPLAINT/APPEAL TO
THE SUBJECT COURSE DIRECTOR IN WRITING
(on paper or via e-mail)

RECEIVE SUBJECT COURSE DIRECTOR'S ANSWER
(should also be in writing)

ONLY IF MUTUALLY SATISFACTORY SOLUTION CAN NOT BE REACHED IN
COMMUNICATION WITH THE COURSE DIRECTOR

SUBMIT YOUR COMPLAINT/APPEAL TO THE VICE DEAN AND THE BOARD FOR
STUDIES IN ENGLISH IN WRITING THROUGH THE REGISTRY OFFICE (PISARNICA)
THE COMPLAINT HAS TO CONTAIN THE INFORMATION LISTED IN THE DETAILED
GUIDE TO COMPLAINTS AND APPEALS PROCEDURE