

# National Taipei University of Nursing and Health Sciences Student

## Complaint Processing Rules

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- Article 1 The National Taipei University of Nursing and Health Sciences (hereinafter the “School”) has built a student complaint mechanism and established the Student Complaint Processing Rules (hereinafter these “Rules”) in accordance with Section 4, Article 33 of the University Act in order to protect the students interest in learning, living and being taught and to improve campus harmony.
- Article 2 If any student, student body or other relevant student self-governing organization (hereinafter the “Complainant”) believes that any disciplinary sanctions, other measures or resolutions are illegal or inappropriate, causing damage to its right or interest, a complaint may be filed with the School in accordance with rules related to student complaint of the School.
- Student referred to in the previous paragraph means a student registered with the School when the disciplinary sanctions, other measures or resolutions are imposed.
- Article 3 In order to process complaint cases filed by the complainants, the School should establish a student complaint review committee (hereinafter the “Complaint Review Committee”) to review the complaint cases.
- Article 4 The Complaint Review Committee is composed as follows:
- (1) There are 13 members, serving terms of one year, without remuneration, to be selected by the president.
  - (2) Members shall include three student representatives and ten teacher representatives. At least half of the members shall be teachers with no administrative responsibilities. Each gender shall represent at least 1/3 of the total number of members.
  - (3) Teacher representatives shall be recommended by each college or the center of general education, each division recommending at least 4 members. The selection of student representatives shall be subject to further rules to be established.
  - (4) Neither any member of the student reward and discipline committee or any person that determines or investigates student reward or discipline shall serve as a member of the Complaint Review Committee.

The chairman shall be elected from among the members.

Article 5 The Complainant shall be allowed to file no more than one complaint with the School for the same case.

Article 6 If the Complainant objects to any disciplinary sanction, other measure or resolution of the School, a complaint shall be filed with the Complaint Review Committee of the School in writing within 30 days from the day following the date on which the relevant disciplinary sanction, measure or resolution is received or accepted.

If the Complainant misses the complaint deadline under the previous paragraph due to natural disaster or other matter that is not attributable to the Complainant, it may submit the reasons in writing to the Complaint Review Committee of the School within 10 days from the disappearance of the reason for delay and files an application to request review. However, no request shall be made if the complaint deadline has expired for more than one year.

Article 7 In filing a complaint, the Complainant shall present a complaint form, provide substantial facts and attach relevant information.

Article 8 The Complaint Review Committee shall complete the review within 30 days from the day following the date on which the complaint form is received. The period may be extended as necessary and the Complainant shall be informed. There shall be no more than one extension and the extension shall not exceed the maximum of two months. However, if the complaint case involves suspension, expulsion or similar sanction, no extension shall be allowed.

If the Complaint Review Committee determines that the complaint form is not consistent with the rules, and if remedy is possible, it shall notify the Complainant to make remedy within seven days. The remedy period shall be deducted from the review period.

Article 9 In processing a complaint case, the Complaint Review Committee may resolve to set up an investigation team to conduct investigation. The investigation team shall be composed of three to five persons in principle.

Any member of the Complaint Review Committee who has a private interest in the complaint case shall be recused from participating in the review.

Article 10 The Complainant may withdraw the complaint case before the Complaint Review Committee reaches a written resolution.

Article 11 After a complaint is filed, if the Complainant files any petition or lawsuit with regard to the matter of complaint or related matter, the School shall be notified in writing immediately and the School will forward the information to the Complaint Review Committee.

If the Complaint Review Committee learns about the situation under the previous paragraph due to the notice or based on its authority, it shall stop the review and inform the Complainant. After the reason for stopping the review disappears, review shall continue upon written request by the Complainant. The Complainant shall be notified in writing. If all or part of the review decision by the Complaint Review Committee is dependent on whether the legal relationship is sustained under the petition or lawsuit, the Complaint Review Committee shall stop the review before the end of the petition or lawsuit procedure and inform the Complainant in writing. After the reason for stopping the review disappears, review shall continue, and the complainant shall be notified in written.

The previous two paragraphs shall not be applicable to any complaint case of suspension, expulsion or similar sanction.

Article 12 Review of complaint cases shall be private in principle.

In reviewing a complaint case, the Complainant, the former division's representative and related persons may be invited to give statements or opinions in person.

Article 13 The Complaint Review Committee shall keep the following confidential:

- (1) The full process since the acceptance of the complaint case and information of the Complainant.
- (2) Review, voting and individual member's opinions.

Article 14 With regard to complaint case about suspension, expulsion or similar sanction, before the review decision is confirmed, the School may allow the student to continue registration with the School based on the School's authority or in accordance with the student's written application.

If the School receives a student application referred to in the previous paragraph, it shall seek opinions from the division processing the complaint case and shall assess the living and learning status of the student. A written reply shall be provided within seven days, specifying the rights and obligations related to student registration.

Article 15 Any student who remains registered with the School in accordance with the previous Article shall not receive a certificate of graduation from the School. Other rules for taking classes, scoring, reward and discipline shall be the same as normal students registered with the School.

Article 16 The review decision shall include the main content of the complaint, facts and reasons. For any complaint case that is not accepted, a decision should also be made, without specifying the facts.

The review decision under the previous paragraph shall specify the remedies available for objecting to the complaint review decision in accordance with Article 19 of these

Rules.

Article 17 The review decision shall be delivered to the Complainant following the president's approval based on the organization and affiliation of the Complaint Review Committee.

After the president approves the review decision, it shall inform the division that imposed the original sanction, measure or resolution. If the division that imposed the original sanction, measure or resolution believes that the decision is in violation of law or cannot be implemented, it shall submit the substantial facts and reasons in writing to the president within the deadline provided under complaint related rules of the School and inform the Complaint Review Committee. If the president thinks that the objection sustains, it may move the case back to the Complaint Review Committee for second review. The case may be moved back to the Complaint Review Committee no more than once.

Article 18 After the review decision is approved, the School shall execute in accordance with the review decision.

For complaint cases about suspension, expulsion or similar sanction, if the review decision is to maintain the original sanction, the following shall be carried out:

- (1) The study end date specified on the certificate of study shall be the date of the original sanction.
- (2) Certificates of credit may be issued for credits received from subjects taken during the complaint period.
- (3) In relation to the "List of Departing Students Previously Suspended from Military Draft" for male students with military duties, reporting shall be made within 30 days from confirmation of the complaint result.
- (4) Fee reimbursement standards shall be in accordance with Article 8 of the Rules for Fees Charged by Professional Colleges or Above from Students and Article 15 of the Rules for Tuition and Miscellaneous Fees Charged by Professional Colleges or Above from Students.

Article 19 If the Complainant files a complaint with the School with regard to an administrative sanction imposed by the School and objects to the decision, a petition may be filed with the School within 30 days from the day following the date on which the complaint review decision is delivered, attaching the complaint review decision of the School, for the petition to be further forwarded by the School to the Ministry of Education.

Article 20 If the Complainant files a complaint with the School with regard to any sanction other than administrative sanction, other measure or resolution by the School and objects to the decision, a lawsuit may be filed in accordance with law based on the nature of the matter to seek remedy.

Article 21 If the decision of the petition or ruling of the administrative lawsuit is to cancel the School's original suspension, expulsion or similar sanction, if the student cannot return to school due to special reasons, the School shall assist the student to return to school. For any student who is already joined military service and cannot return to school, the School shall keep the student registration. After the student returns from military service, assistance shall be provided for the student to return to school in priority. The period of absence from the school before returning to school may be treated as suspension.

Article 22 The student complaint mechanism shall be included in the Student Handbook and should be widely promoted so that the students may understand the functions of the complaint mechanism.

If the student files a complaint due to campus sexual assault, sexual harassment or sexual bullying incident, falling under the domain of investigation application under Section 2, Article 28 of the Gender Equality Education Act, the relevant provisions of the Gender Equality Education Act shall be applicable.

Article 23 These Rules will be implemented after approval by the school affairs meeting, submission to and approval by the Ministry of Education. The same shall be applicable to any amendment hereof.