

REGULATIONS
ON SETTLEMENT OF COMPLAINTS AND DENUNCIATIONS OF THE
SAIGON INTERNATIONAL UNIVERSITY

CHANCELLOR
OF THE SAIGON INTERNATIONAL UNIVERSITY

Pursuant to the University' Charter according to the Prime Minister's Decision No. 70/2014/QD-TTg dated December 10, 2014;

Pursuant to Decision No. 1273/QD-TTg dated September 24, 2007 of the Prime Minister on the establishment of the Saigon International University;

Pursuant to the Statute on organization and operation of the Saigon International University,

DECIDES:

Article 1. To promulgate with this Decision the Regulations on settlement of complaints and denunciations of the Saigon International University.

Article 2. This Decision takes effect from the date of signing. The School Board, Leaders of the units under the management of the Saigon International University are responsible for implementing this Decision.

Recipients:

- As in Article 2;

- Archive: Admin .

CHANCELLOR

REGULATIONS

ON SETTLEMENT OF COMPLAINTS AND DENUNCIATIONS OF THE SAIGON INTERNATIONAL UNIVERSITY

I. PROCEDURE OF IMPLEMENTATION

1. Receiving, recording complaints and denunciations

2. Sorting and processing complaints and denunciations

2.1. Letter of complaint

- For complaints falling under the University's settlement competence and meeting all the conditions for settlement, the Office shall send a written assignment to the Head of the Administration & Student Affairs Office to receive and submit the complaint letter to the Chancellor for settlement. In case the complaint letter is signed by more than one complainant, the complainants shall be instructed to make their complaints in separate complaint letters.

- For complaints falling under the University's settlement competence but failing to meet the required conditions, a written reply shall be issued to the complainant, clearly stating the reasons for being rejected.

- For complaints beyond the University's settlement competence or cases where a second-time complaint settlement decision has been made, the University shall not accept complaint letters, instead issuing a written instruction and returning the complaint letters to the complainants (the returning of complaint letter must be recorded in minutes).

The instruction and reply shall be made individually for each complaint case. In case the complainant encloses the original papers and documents related to the complaint case, the University shall return such papers and documents to the complainant.

2.2. Letter of denunciation

- For denunciations falling under the University's settlement competence, the University shall receive denunciation for settlement. The settlement is in accordance with the procedures of the Law on Complaints and Denunciations.

- For denunciations not falling under the University's settlement competence, the University shall transfer the denunciation or the record of the denunciation letters and related documents and evidence (if any) to the individual or agencies competent for settlement.

- For denunciations of criminal acts, the University shall transfer the denunciation letters and related documents and evidence (if any) to competent agencies in accordance with the criminal procedure law.

2.3. Letter of petitions

The University shall send all petitions to competent authorities for settlement

II. REQUIRED DOCUMENTS

1. Complaint or denunciation letter with date, full name, permanent address, identity card number, residential address, contact phone number, signature of the complainant, and reasons for complaints and denunciations;
2. Certified copies of administrative decision or evidence on the complained administrative act, first-time complaint settlement decision (in case of second-time complaint)
3. Other relevant documents.

III. SETTLEMENT PERIOD

Within 10 working days from the date of receipt.

Recipients.

- *School Board;*
- *Units;*
- *Archive: Admin.*

