

## Procedure for Handling Student Complaints

The procedure for handling student complaints is implemented through the following schemes:

### *Student → Advisor → Head of Department*

Advisors forward students' complaints and suggestions to the head of the department. Complaints, reported orally or in writing by the advisor to the head of the department, are generally resolved by the latter within a relatively short period.

However, if the resolution of the complaint is beyond the authority of the head of the department, they also report it, either orally or in writing, to the head of the Youth Policy Department.

### *Student → Youth Policy Department*

In this case, written statements from students are registered in the Youth Policy Department and reviewed by the Quality Assurance Commission.

### *Student → Vice-Rector for Academic Development / Vice-Rector for Science*

This scheme is implemented through the direct email of the Vice-Rector for Academic Development: [studenthelp@kineu.kz](mailto:studenthelp@kineu.kz), and the Vice-Rector for Science and Innovation: [studentcare@kineu.kz](mailto:studentcare@kineu.kz).

### *Student → Rector*

This scheme is implemented via the Rector's direct email [adm@kineu.kz](mailto:adm@kineu.kz), the Rector's blog (<https://kineu.edu.kz/ru/blog-rektora>), or during reception hours for personal matters.

Certain complaints, such as appeals regarding interim assessments or current (rating) control, are regulated by the Regulation on Appeals.