

## Complaints, Requests and Dispute Resolution Procedure

### General provisions

Students of Panevėžio kolegija, including incoming and outgoing Erasmus+ students, may submit a written request, complaint or notification if they believe that their rights or legitimate interests have been violated.

International Relations Coordinators advise Erasmus+ participants and assist with mobility-related matters. Formal complaints concerning violations of students' rights or legitimate interests are handled in accordance with the Statute of Panevėžio kolegija.

### Handling of students' requests, complaints and disputes

- For matters related to studies, students' rights, the organisation of studies or other academic and study-related activities, the student shall submit a written request to the Director of Panevėžio kolegija or a person authorised by the Director.
- The Director or a person authorised by the Director must examine the request, complaint or notification and provide a written response within 15 calendar days.
- If the student disagrees with the response provided or does not receive a response within 15 calendar days, the student may submit the matter in writing to the Dispute Resolution Commission.
- The Dispute Resolution Commission considers disputes relating to academic and study activities between students and the College administration or other employees.
- The Commission is established by order of the Director for a two-year term and consists of 6 members: 3 representatives of the College administration and 3 student representatives.
- The Commission considers matters collegially, objectively and impartially, taking into account all relevant circumstances and information and acting in accordance with the principles of fairness, reasonableness and good faith.

### Employee disputes

Disputes between the College administration and employees concerning the exercise of rights and duties established by labour legislation, other legal acts and employment contracts are handled in accordance with the Labour Code of the Republic of Lithuania and other applicable legal acts.

### Contacts for submitting complaints and requests

**Administration of Panevėžio kolegija:** Laisvės a. 23, LT-35200 Panevėžys, Lithuania

**E-mail:** kolegija@panko.lt | **Tel.** +370 45 460322

**Director Dr Jurgita Lieponienė:** direktorius@panko.lt | **Tel.** +370 684 74717

#### Erasmus+ consultations:

**Asta Grubinskienė, International Relations Coordinator** – asta.grubinskiene@panko.lt | +370 609 75114

**Beata Jakštaitė, International Relations Coordinator** – beata.jakstaite@panko.lt | +370 615 21556

**Extract from the Statute of Panevėžio kolegija****CHAPTER VIII. ESTABLISHMENT OF THE COMMISSION FOR THE RESOLUTION OF DISPUTES BETWEEN STUDENTS AND THE ADMINISTRATION OR OTHER EMPLOYEES; DISPUTE RESOLUTION**

**116.** The Director or persons authorised by the Director, upon receiving written requests, complaints or notifications from students concerning violations of their rights or legitimate interests established by the Law on Higher Education and Research or other legal acts, must examine them and provide a written response within 15 calendar days.

**117.** Disputes relating to academic and study activities between students and the College administration or other employees are resolved by the Dispute Resolution Commission (hereinafter – the Commission), which is established for a two-year term by order of the Director. The Commission consists of 6 persons: 3 representatives of the College administration and 3 representatives of the Student Representation (or, where there is no Student Representation, students authorised by a general meeting (conference) of students). One member of the Commission is appointed Chair of the Commission by order of the Director. The Rules of Procedure of the Commission are approved by the Director.

**118.** Students may apply to the Commission in writing concerning violations of their rights or legitimate interests, or where they are dissatisfied with the response of the Director or a person authorised by the Director to a request, complaint or notification, or where they do not receive a response within 15 calendar days.

**119.** The Commission considers matters collegially, objectively and impartially, taking into account all relevant circumstances and information and acting in accordance with the principles of fairness, reasonableness and good faith.

**120.** Disputes between the College administration and employees concerning the exercise of rights and duties established by labour legislation, other legal acts and employment contracts are handled in accordance with the Labour Code of the Republic of Lithuania and other applicable legal acts.

**Legal basis**

Statute of Panevėžio kolegija, Chapter VIII, paragraphs 116–120: <https://panko.lt/wp-content/uploads/2026/01/STATUTAS.pdf>