

**ORDINANCE No. 13/2025**  
**of the Dean of the Faculty of Chemistry, University of Wrocław**  
**of 30 June 2025**

**on the Procedure for submitting and considering complaints and applications**  
**at the Faculty of Chemistry, University of Wrocław**

In order to introduce Procedure for submitting and considering complaints and applications of students of the Faculty of Chemistry of the University of Wrocław it is ordered as follows::

§ 1. Purpose of the Procedure

1. This procedure defines the principles for accepting and reviewing complaints and requests submitted by students of the Faculty of Chemistry, University of Wrocław.
2. Students have the right to submit complaints and requests concerning the organization and conduct of the educational process, administrative services for students, and other matters directly or indirectly related to student affairs.

§ 2. Procedure

1. Complaints and requests should be addressed to the Dean of the Faculty of Chemistry individually, collectively, or through the year representative or year tutor.
2. Complaints and requests may be submitted in written or oral form. Written submissions may be delivered to the Faculty Student Affairs Office in person, sent by post, or submitted via email. Submissions may also be made via the student suggestion box located near the Student Affairs Office.
3. A complaint or request should be signed by the submitting person. In the case of group submissions, the document must be signed by a representative of the group. Anonymous complaints and requests will not be considered.
4. If a complaint or request is submitted orally, a written record must be prepared, including: the date of submission, personal details of the student, a brief description of the matter, the signature of the submitting person, and the signature of the staff member receiving the submission.
5. The register of complaints and requests is maintained by Student Affairs Office.
6. The Dean of the Faculty of Chemistry is responsible for the handling of complaints and applications. The Dean may delegate the matter to a Vice-Dean. Complaints concerning the Dean's actions should be submitted to the Rector.
7. Complaints and requests shall be reviewed within 30 days from the date of submission. If additional clarification is required, this period may be extended; the student will be informed accordingly. The student will be notified in writing of the decision regarding the complaint or request.
8. If the subject of a complaint or request falls outside the Dean's jurisdiction, the Dean shall refer the matter to the appropriate authority or unit within 7 days of receipt and inform the student accordingly.

### § 3. Appeal Procedure

The student has the right to appeal the Dean's decision. Appeals shall be submitted to the Rector within 7 days of receiving the decision.

### § 4. Final Provisions

1. All complaints and requests shall be reviewed in accordance with the principles of confidentiality and respect for the dignity of both parties.
2. Students have the right to seek support from the Student Government or year tutor when submitting complaints or requests.

### **§ 5**

This Order shall enter into force on the date of its signing.

Dean of the Faculty of Chemistry  
University of Wrocław  
dr hab. Marcin Sobczyk, prof. UWr