

**MINISTRY OF EDUCATION AND SCIENCE OF THE KYRGYZ REPUBLIC
MINISTRY OF HEALTH OF THE KYRGYZ REPUBLIC
"SALYMBEK UNIVERSITY" INSTITUTION**



APPROVED
at the meeting of the Academic council of
"Salymbekov University" Institution
Protocol No. _____ "____" _____ 20____

APPROVED
Rector of the "Salymbekov University"
Institution Zhumadilov E.Zh.
Order No. _____ "____" _____ 20____

**REGULATION ABOUT THE "TRUST BOX " FOR
WRITTEN APPEALS FROM STUDENTS, PARENTS
AND EMPLOYEES OF THE "SALYMBEKOV
UNIVERSITY" INSTITUTION**

Bishkek 2019

1. General regulations

1.1. This Regulation establishes the procedure for the functioning of the "Box of Trust" for written appeals from students.

1.2. The "Box of Trust" is located in the lobby next to the main entrance in all buildings of the University.

1.3. Appeals can be either signed, indicating all contact details, or anonymous.

1.4. This Regulation has been developed in order to organize effective interaction with students, parents and staff.

2. Main goals

2.1. The main tasks of the "Box of Trust" functioning are:

- 1) ensuring the prompt reception, recording and consideration of written applications from students containing questions about the rights of a student, as well as proposals for organizing the educational process at the university.
- 2) processing, sending applications for consideration, and taking appropriate measures established by the legislation of the Kyrgyz Republic;
- 3) analysis of applications received through the "Box of Trust", their generalization in order to eliminate the causes that give rise to justified complaints;
- 4) prompt response to a complaint, a request from a student, parent, employee and the solution of their problems.

3. The procedure for organizing the work of the "Box of Trust"

2.2. Information about the functioning and mode of operation of the «Box of Trust» is posted on the official website of the university, brought to the attention of each student, as well as their parents;

2.3. Access to the "Box of Trust" for inquiries is carried out during working hours from 8.00 to 17.00 hours;

2.4. The seizure of the appeal is carried out by an employee of the quality department daily at 15.45 h.

2.5. After the seizure of written applications, an employee of the quality department should register and review them. Also, members of the university's anti-corruption commission can be involved in the consideration of appeals.

3. Registration and accounting of appeals

3.1. Accounting and registration of received applications is carried out by maintaining the Journal of accounting of requests (hereinafter referred to as the Journal).

3.2. The magazine must be numbered, laced and have the following details:

- a) the serial number of the appeal;
- b) the date of withdrawal (acceptance) of the appeal from the "Box of Trust";
- c) the surname, name, patronymic of the applicant (in case of an anonymous request, the mark "anonymous" is put);
- d) group, his contact phone number (if there is information);
- e) a summary of the appeal;
- f) a note on the measures taken.

4. Responsibility

4.1. Officials working with information received through the "Box of Trust" are personally responsible for maintaining the confidentiality of the information received.

APPROVAL AND RECOGNITION SHEET

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Rector of "Salymbekov University"
Institution

Zhumadilov E.Zh.

Registration of changes

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