

Student Complaints Procedure Guidance Notes

Passed by the Fifth Meeting of Student Affairs Committee on March 17, 1991

Amended by the Fifth Meeting of Student Affairs Committee on July 8, 1993

Amended by the First Meeting of Student Affairs Guidance Committee on August 13, 1996

Amended by the Third Meeting of Student Affairs Committee on April 9, 2003

Article 1 Student Complaint Procedure Guidance Note encourages students to express their opinions for issues of studying and learning on the campus. There is previous Guidance Notes may compensate for those articles which don't include in.

Article 2 The bulletin boards of Student Complaints Procedure Guidance Notes are placed at the front door of the Lecture Hall in Teaching Building, and at the lobby of Recreation Center. Students who have opinions are welcomed to post.

Article 3 Students who are poster should write their opinions and complaints on a piece of paper.

Article 4 Students should follow the rules to post on the bulletin board:

1. Leave the real name, department, and class.
2. The date of posting.
3. The topic of opinions and complaints.
4. Those who sign the petition paper should leave their name, department, and class.
5. The size of post paper should not take half of the bulletin board.
6. Contents.

Article 5 People the following are not eligible to post their complaints:

1. The dropouts or transferred.
2. The Graduated
3. Students studying other schools.

Article 6 The following is not allowed:

1. Rumors and gossips.
2. Personal attacks.

3. Inciting, provocative, and offensive expressions.
4. Interfering with campus affairs.
5. Tamper post opinions or complaints without the poster's consent.
6. Faking names written on the post paper.
7. Damaging the posts such as tearing, covering or writing over.

Article 7 The posts have been valid for five days. Those invalid posts are recycled if the posters don't clear them.

Article 8 The procedures for posting:

1. Members of Student Association check the places for posting. After collecting those posts will be stamped as "accepted".
2. Teachers and staffs may speak for students who have questions about campus, then published on the latest edition of "Yuan Ze Bulletin Publication".

Article 9 Director and teachers in Student Affairs Office are entitled to deal with students to express opinions and filing complaints.

1. Encourage: Show the posts which are helpful and positive for improving the campus in public.
2. Clear
3. Punish: follow the University rules.

Article 10 Those who violate Article 6 will be punished based on C of Article 9.

Article 11 Student Association is entitled to get rid of the posts violating rules:

1. Violating A of Article 2
2. Violating A and B of Article 4
3. Violating E of Article 5

Article 12 The posts applying to the following will be awarded:

1. Finding the problems and providing effective solutions.
2. Those solutions are approved by teachers and contribute to the administrative improvement.
3. Posts with positive opinions contributing to University reputation, promoting student and teacher relationships, and uniting campus.

Article 13 The Student Complaints Procedure Guidance Notes is valid after passed and revised in the Student Affairs Committee Meeting.

[If there is any discrepancy in the interpretation of the meaning of the articles in a regulation, the Chinese version shall prevail.]