



In accordance with the provisions of the Higher Education Act (ZViS-1, Official Gazette of the Republic of Slovenia, No. 56/25) and pursuant to Article 35 of the Statute (consolidated text UPB10), the Senate adopted the following on 13 September 2025:

RULES ON THE HANDLING OF STUDENT COMPLAINTS

I. GENERAL PROVISIONS

Article 1

These Rules regulate the procedure for handling student complaints at AREMA – Academy of Logistics and Management (hereinafter: the Academy).

The purpose of these Rules is to support improvements in the quality assurance system, ensure student satisfaction, and improve the quality of the educational process and extracurricular activities carried out at the Academy.

II. CONTENT AND METHOD OF SUBMITTING A COMPLAINT

Article 2

The provisions of these Rules shall apply to student submissions for which no handling procedure is prescribed by other internal regulations of the Academy.

A submission may concern:

- proposals for improvements to the Study Programme (study programme content or curriculum, improvement of study materials, etc.);
- proposals for improvements to the implementation of the study process (quality of lectures, etc.);
- the substantive delivery of courses (a lecture not delivered, inadequate quality of lectures, unclear lectures, repetition of study content, inadequate study materials, etc.);
- the conduct of Academy employees (unjustified lateness of teaching staff to lectures, consultations or meetings, inappropriate treatment of students, etc.).

Article 3

A student may submit a complaint:

- by post to: AREMA, Kidričeva 28, 3250 Rogaška Slatina, Slovenia;
- by email to: info@arema.si

The submission must be comprehensible and complete and must contain:

- the student's full name;
- the student's address and contact details;
- the purpose of the submission, with a precise statement of the reason (place, time and description of the event or conduct);
- the facts and evidence on which the submission is based;
- the place and date on which the submission was prepared;
- the student's signature.

Anonymous submissions shall not be considered.

A submission shall be considered only on behalf of an enrolled student or students. Where several students submit a joint complaint, the submission must contain the above information for each student.

III. PROCEDURE FOR HANDLING A SUBMISSION

Article 4

The procedure for handling a submission consists of two levels.

At the first level, the submission shall be addressed to the Student Complaints Committee, which is competent to resolve submissions.

The Committee's tasks are to:

- maintain complete records of all submissions/complaints received;
- review the submission both substantively and formally;
- ensure fair, timely, transparent and efficient handling of the submission;
- ensure the protection of the personal data of all persons involved throughout the procedure;
- provide the student with a response/decision within fifteen (15) working days of receipt of a complete submission;
- inform the President of the Academy of the receipt, consideration and resolution of the submission.

In order to establish all relevant facts, the Committee shall conduct an evidentiary procedure (conduct interviews, obtain documents, hear any other persons present, etc.).

The response to the complaint, i.e. the Committee's decision, must contain a reasoned and clear position and all facts relevant to the matter. It shall also contain information on legal remedies, directing the applicant, in the event of disagreement with the decision (or dissatisfaction with the explanation or proposed solution), to the second-level decision-making body.

Article 5

The second-level decision-making body is the Senate of the Academy. A student may appeal to the Senate against a decision of the Student Complaints Committee.

The appeal must contain the following information:

- the student's full name;
- the student's address and contact details;
- the purpose of the appeal, with a precise statement of the grounds for appeal;
- the facts and evidence which the student considers were not taken into account at the first level;
- the place and date of the appeal;
- the student's signature.

The Senate shall decide on the appeal within 30 days and shall notify the appellant of its decision by means of a formal decision.

The decision of the Senate shall be final.

IV. TASKS OF THE STUDENT COMPLAINTS COMMITTEE

At the end of each academic year, the Student Complaints Committee shall prepare a report on all matters (submissions, procedures, resolutions, etc.) handled at both the first and second levels.

For the purpose of ensuring and improving the quality of the Academy's operations, the Student Complaints Committee shall analyse the number of complaints, the reasons for them, and monitor the implementation of decisions adopted in complaint procedures.

Once a year, the Student Complaints Committee shall analyse data on the handling of submissions in order to identify and eliminate recurring or systemic problems and potential risks. In this connection, the Committee shall propose corrective and improvement measures.

Article 6

Amendments and supplements to these Rules shall be adopted by the Senate of the Academy.

These Rules shall enter into force on 13 September 2025.

AREMA
ACADEMY OF LOGISTICS AND MANAGEMENT
Dean
Assoc. Prof. Dr Patricija Jankovič

Student Complaints Procedure Flowchart

Flowchart of the Student Complaints Procedure

AREMA – Academy of Logistics and Management

