



Pursuant to Item III of the Decision on the Appointment of the Complaints Committee (CLASS: 602-04/17-04/0051; FILE NUMBER: 355-01-18-0009, dated 9 May 2018), and pursuant to the Item 3.12. of the Procedure of Initial Accreditation of a Study Programme (CLASS: 602-04/21-02/0021; FILE NUMBER: 355-02-01-21-0001, dated 21 December 2020), Item 12 of the Procedure of Re-accreditation of Higher Education Institutions (revised text) (CLASS: 602-04/18-04/0025; FILE NUMBER: 355-02-04-19-0004, dated 17 July 2019), Article 12 of the Procedure of External Evaluation of Joint Study Programmes (CLASS: 030-02/20-01/0047; FILE NUMBER: 355-01-20-0001, dated 15 December 2020), Article 1 of the Decision on the Amendments to the Ordinance on Cross-Border Evaluation (CLASS: ; FILE NUMBER: , dated 15 March 2021) and Article 10 of the Ordinance on External Quality Assurance Audit of Higher Education Institutions in the Republic of Croatia (CLASS: 030-02/17-02/0012; FILE NUMBER: 355-02-03-17-0001, dated 21 June 2017), at its X session held on DD MM 2021, the Complaints Committee adopted the following

RULES OF PROCEDURE OF THE COMPLAINTS COMMITTEE

Article 1

- (1) The Complaints Committee (hereinafter: the Committee) is an expert body of the Agency for Science and Higher Education (hereinafter: the Agency).
- (2) The tasks, manner of work and rights and obligations of the Committee members are regulated by these Rules of Procedure.
- (3) Gendered terms used in these Rules of Procedure are used neutrally and refer equally to male and female gender.

Article 2

- (1) The task of the Committee is to pass decisions on written complaints within the procedures of initial accreditation of a study programme, re-accreditation of higher education institutions, external evaluation (accreditation) outside the territory of the Republic of Croatia, and external evaluation of joint study programmes, which are filed by higher education institutions within 15 days from the date of the receipt of the opinion of the Agency's Accreditation Council.
- (2) The Committee shall also pass decisions on written complaints within the audit procedure, filed by higher education institutions within 15 days from the date of the receipt of the adopted final audit report.

Article 3

- (1) The Committee comprises three (3) members, of whom at least one (1) is a legal expert, as well as alternate members.
- (2) Members of the Committee are appointed for a 3-year term by the Agency's Management Board, following a proposal of the Rectors' Conference and the Council of Polytechnics and Colleges in accordance with the conditions prescribed by the Procedure of Initial Accreditation of a Study

Programme, Procedure of Re-accreditation of Higher Education Institutions (revised text), Ordinance on External Quality Assurance Audit of Higher Education Institutions in the Republic of Croatia, Decision on the Amendments to the Ordinance on Cross-Border Evaluation and Procedure of External Evaluation of Joint Study Programmes.

(3) The Committee members work independently and do not represent their respective institutions. When taking part in decision-making, they are guided by the principles of impartiality and objectivity.

(4) The Committee members shall not be in any conflict of interest and shall sign a Confidentiality and non-conflict of interest statement.

Article 4

(1) Members of the Committee shall receive remuneration for their work in the amount determined by the general act of the Agency.

(2) Members of the Committee shall also be entitled to reimbursement of travel expenses in the amount of actual expenses in accordance with the provisions of relevant laws and bylaws.

Article 5

(1) The Committee shall work at sessions. Sessions of the Committee are convened as needed.

(2) The Committee session is chaired by one of the permanent Committee members, elected by other permanent members from among themselves.

Article 6

The invitation to the Committee session shall be delivered to the members of the Committee in an electronic form, no later than five days before the date of the session, and shall include the date, hour and place where the session is held, the agenda, materials to be discussed and minutes from the previous session.

Article 7

(1) The session shall be held if all three permanent Committee members are present, at the Agency for Science and Higher Education. In case of impediment or absence of a permanent Committee member, an appointed substitute member shall take his/her place.

(2) A session may exceptionally, in urgent cases, be held online, if the Committee members agree.

(3) Voting on individual issues shall be conducted in public, by raising the hand "for", "against" or "abstained".

(4) The Committee shall issue an opinion on the merits of the complaint by a majority vote of all present Committee members.

(5) The opinion on the merits of the complaint shall be signed by all present Committee members.

Article 8

(1) The Committee shall reach decisions on the basis of the entire documentation of the procedure of initial accreditation of study programme, procedure of re-accreditation of higher education institutions, procedure of external evaluation of joint study programmes (expert panel's final report with the quality grade, official statement of the evaluated higher education institution on the final report, analysis of the

conditions of delivery from MOZVAG, opinion of the Accreditation Council and other relevant documentation), procedure of external evaluation (accreditation) outside the territory of the Republic of Croatia, or the audit procedure, and shall adhere to the principle of independence.

(2) The Committee shall pass an opinion on the merit of the complaint within 30 days from the day of its receipt. The timescales within this document shall not include the periods from 15 July to 31 August, and 24 December to 6 January.

(3) The Committee may request additional explanations from the coordinator and/or the chair of the expert panel, if needed to render an opinion on the complaint.

(4) The Committee's opinion shall include a rationale.

(5) The Committee's opinion shall be submitted to the Accreditation Council for further procedure.

Article 9

(1) Minutes shall be kept of all Committee meetings.

(2) A permanent member presiding over the Committee session may decide that an audio recording of the session will be taken.

(3) The minutes shall be kept by an Agency employee who provides administrative support to the Committee.

(4) The minutes shall include the date of the session, first and last names of all attending and absent members of the Committee, first and last names of the Agency employee attending the session and the one keeping the minutes, the time of the beginning and the end of the session, the defined agenda, proposals on individual items, a summary of discussions, and opinions of the Committee, including the results of vote.

(5) The minutes shall be signed by the permanent member presiding over the Committee session and the person keeping the minutes.

(6) Each member of the Committee may request that his / her dissenting opinion be entered in the minutes.

(7) Reports and other appendices, either in written or audio format, may be an integral part of the minutes.

Article 10

An employee of the Agency shall provide operational support to the work of the Committee.

Article 11

Upon the entry into force of these Rules of Procedure, the Rules of Procedure (CLASS: 003-05/18-02/0003; FILE NUMBER: 355-01-18-0001, dated 11 July 2018) shall cease to be in effect.

These Rules of Procedure shall enter into force on the day of their adoption.

CLASS:

FILE NUMBER:

Zagreb, DD.MM. 2021

For the Complaints Committee

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