



JAGIELLONIAN UNIVERSITY
MEDICAL COLLEGE
IN KRAKÓW

137.020.69.2023

**Announcement No 22
of the Vice-Rector for Medical College
dated October 6, 2023**

regarding: information on the possibility and procedure of submitting and processing complaints and applications for students who are not citizens of the Republic of Poland

Ladies and Gentlemen,

I hereby kindly inform you about the possibility of submitting complaints and applications by students who are not citizens of the Republic of Poland at the Jagiellonian University Medical College. Below is the procedure of submitting and processing them:

The procedure for submitting complaints and requests by students in matters related to the organization and course of the educational process, administrative services, and other matters directly affecting students and participants of doctoral studies has been described and published on the Faculty's website:

<https://wl.cm.uj.edu.pl/wydzial/procedura-skladania-skargi-i-wnioskow/>

This procedure also applies to students who are not citizens of the Republic of Poland.

If the case concerns matters other than those indicated in the above-mentioned procedure, an inquiry about the complaint (including questions about the appropriate procedure of submitting and processing them) may be sent to the following address:

dziewkiwl@cm-uj.krakow.pl if you are a student of programs conducted in Polish

smeoffice@uj.edu.pl if you are a student of programs conducted in English.

Other cases may be processed per the procedures applicable at the University - e.g. before the Disciplinary Ombudsman. Disciplinary cases - Cases of students and doctoral students - Jagiellonian University (uj.edu.pl)

At the University, there also operates the Student Center for Support and Adaptation (SOWA). Details of the Center's mission and activities:

NEWS - Student Support and Adaptation Center - Jagiellonian University (uj.edu.pl)



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Additionally, one can contact the Student Ombudsman, who operates within the Students' Parliament of the Republic of Poland. They intervene in cases of violations of students' rights at universities and conducts numerous preventive activities aimed at increasing the awareness of students' rights and qualifications. The presently serving Student Ombudsman is Mateusz Kuliński. If you need help or advice, you can contact the Ombudsman via the Office of the Student Ombudsman: helpdesk.psrp.org.pl.

The Annex to this Announcement is Information for Students - made available to foreign Students in the manner adopted by the University, in particular by the administration of the School of Medicine in English, located at ul. Św. Łazarza 16, room no. 113, 31-530 Kraków.

Vice-Rector for Medical College



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International students – How to make a complaint

What to do if you have a complaint

When you come to Poland as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps. Here is what you need to do.

Ask your University to resolve your complaint

Your University is your first point of contact for any complaint you have.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your university.

You can submit your complaint query to:

dziekwl@cm-uj.krakow.pl if you are a student of programs conducted in Polish

smeoffice@uj.edu.pl if you are a student of programs conducted in English

If your complaint is not resolved – contact Ministry of Health or Ministry of Education and Science www.mein.gov.pl www.mz.gov.pl

The Ministry, as an institution superior to the University, has the ability to control the correctness of the complaint handling procedure. The Ministry can also advise you on what you can do next.

If you are in need of psychological support or are in a mental crisis - you can contact the SOWA center: sowa@uj.edu.pl

Additionally you can contact the Student Ombudsman, who operates as part of the Students' Parliament of the Republic of Poland. It intervenes in cases of violations of students' rights at universities and many preventive activities to increase awareness of students' rights and qualifications. **The Ombudsman for Student Rights is Mateusz Kuliński.** If you need help or advice, you can contact the Ombudsman through the Office of the Student Ombudsman: helpdesk.psrp.org.pl

There is no cost to you for this service.