

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 taken care of while you live and study here.

If you have a complaint, it is important that take 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 need to have a complaint procedure in place for you to go through, and they must tell you the details of such procedure. Follow it to see if your complaint can be resolved by your university.

The body dealing with complaints and requests in all matters relating to the University's activities is the Rector. Complaints and requests may be submitted in writing, by post or e-mail, or directly by reporting orally into the record on the days and hours of the University administration. Complaints and requests are received by the University-wide and departmental administration units.

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

Ministry is a government institution and although can't assess your complaint, it can discipline your University to investigate your concerns. Ministry can also advise you on what to do next.

Additionally, you can contact the Student Ombudsman, who operates as a part of the Students' Parliament of the Republic of Poland. He intervenes in cases of violations of students' rights at universities and undertake 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
This service is free.