

INSTRUCTIONS ON SUBMITTING A COMPLAINT

According to UL statute student has a right to submit a complaint within three days after receiving a response to the application.

First step for a student is to submit a request for an explanation of the decision by clicking on the "*Oddaj zahtevek za obrazložitve*" (Submit a request for explanation) button.

If student doesn't submit a request for explanation in three working days the button disappears and student loses the right to submit the request, as well as the right to submit a complaint.

Next step is filing a complaint

After reviewing the explanation of the student's unfavourably resolved application, a button appears at the bottom of the "*Obravnavane prošnje*" (Revised Applications) review, which allows the student to submit a complaint.

This button is visible to student for 8 days after the entry of "Date of issuing an explanation of reasons for the decision" (*Dt, izdaje obrazložitve sklepa*).

Student selects a cause from a pre-prepared set, in accordance with Article 106 of the UL Statute. In addition to the reason, student must also fill in the field "Justification of the complaint" (*Utemeljitev pritožbe*). Otherwise, the system does not allow him to take the next step.

When student fills in all the required fields, complaint has to be printed out and delivered to the student office no later than 12 noon on 24 September 2020. Student can see the results of the complaint online in VIS. The decision of the faculty study commission on the appeal is final in accordance with Article 109 of the Statute of the UL.