

HOTEL SCHOOL



HOTEL MANAGEMENT COLLEGE

"HOTEL SCHOOL" Hotel Management College

Reg. No. in the register of educational institutions: 3397802926, Address: Smilšu iela 3, Riga, LV-1050, Latvia

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Riga

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APPLICATION SUBMISSION AND COMPLAINT HANDLING POLICY (PROCEDURE)

Application submission and complaint handling policy (Procedure) at SIA "HOTEL SCHOOL" Hotel Management College (College) regulates the procedure by which the College accepts and examines application and complaint submissions from natural and legal persons of the College.

1. The Procedure applies to applications and complaints, the consideration of which is not regulated by other internal regulations of the College or external legal acts binding on the College, applicants, learners (students) and legal entities.
2. In the sense of this Procedure, a statement is not considered an application or a complaint, in which the first name, surname and information that allows for the unequivocal identification of a natural person, and the name and registration number for a legal person, are not indicated.
3. Applications and complaints can be submitted to the College by sending them to the College's legal address at Smilšu Street 3, Riga, LV-1050, Latvia or to the e-mail address info@hotelschool.lv or by submitting them personally to the College (rooms 43, 45 or 47).
4. If the application or complaint is submitted on behalf of the submitter by another natural or legal person, the application or complaint must be accompanied by a power of attorney drawn up in accordance with the regulations.
5. The person responsible for reviewing submissions and complaints is a person appointed by the Board of the College, who is responsible for the review process of applications and complaints and who ensures the compliance of verification of the facts indicated in the application or complaint, control of the effectiveness of the review, prevention of potential conflicts of interest and reporting compliance with this Procedure.
6. This Procedure is also applied to the examination of applications and complaints received in electronic form, if they are signed with an electronic signature in accordance with the procedures specified in the regulatory acts.
7. Consideration of applications and complaints is free of charge, except when the submitter requests an answer in a language other than Latvian. In such a case, the answer is provided after the translation in the relevant language has been made and payment for the translation has been received. The College may not demand payment for the translation if the translation of the answer does not cause additional administrative expenses for the College.
8. The College examines applications and complaints based only on their content. The college employee about whom the complaint is submitted does not participate in the response to such a complaint.
9. The College's response to applications and complaints shall be provided within a reasonable period of time, taking into account the urgency of solving the issue mentioned in them, but no later than within

30 (thirty) days from the date of receipt of the application or complaint. The deadline for providing an answer may be extended if there are objective reasons for this.

The submitter is informed about the extension of the deadline, with the notification of a new review deadline and the explanation of the reasons or condition that must be met in order for the College to respond to the application or complaint.

10. If the application or complaint indicates that it is not necessary to respond, the College may not respond to such an application or complaint.
11. The College has the right to leave the application and complaint without consideration, by notifying the submitter, in the following cases:
 - 11.1. the submitter is not specified;
 - 11.2. the application or complaint is not signed;
 - 11.3. the application or complaint is not accompanied by a power of attorney if it is submitted by another person on behalf of the submitter;
 - 11.4. the content of the application or complaint is blatantly offensive and defiant;
 - 11.5. the text of the application or complaint is objectively not legible or understandable;
 - 11.6. the answer to the application or complaint has been given previously, and their content has not changed in essence in relation to the legal or factual circumstances indicated in the previous submission or complaint.
12. The College has the right to ask the submitter to provide additional information and documents, if it is necessary for the examination of the application or complaint. The College has the right to leave the application or complaint without consideration if the submitter has not responded to the request of the College or its responsible person to provide additional information or documents.
13. The College provides answers to applications and complaints in Latvian. If the submitter submitted the application or complaint in another language, Clause 7 of the Procedure shall be applied.
14. Received applications and complaints are registered in the College records.
15. By January 30 of each calendar year, the person responsible for handling applications and complaints prepares an informative report on the complaints received in the previous calendar year for submission to the College Director, who decides on the necessary further measures to eliminate the causes of the complaints. Such a report may not be prepared if no application or complaint to which this Procedure applies has been received.
16. The Procedure enters into force the day after its publication on the College's website hotelschool.lv.

“HOTEL SCHOOL” Hotel Management College Ltd
Chairman of the Board

J. Pasnaka