

## **Procedural framework for dealing with complaints and submissions regarding the activities of HEIs**

This document regulates the procedure generally applied by the NAB to complaints, submissions and notifications of a similar nature pointing to deficiencies in the activities of specific HEIs (hereinafter referred to as "submissions"). When dealing with individual cases, the specifics of the case, other information known to the NAB about the activities of the HEI in question, and current or recent proceedings or actions in relation to the HEI in question are always taken into account. It is the intention of the NAB, while maintaining the principles described below, to always choose the most appropriate and effective way of dealing with individual cases.

### Acceptance of submissions

The NAB will register the submission in the standard manner. According to the nature of the case and on the basis of other available information, the NAB will evaluate the content of the submission in terms of relevance in relation to the relevant legislation (e.g., the Higher Education Act, Government Regulation No. 274/2016 Coll., on Standards for Accreditation in Higher Education) and the NAB's competences.

If the NAB dismisses the submission, the complainant will be informed if he/she has provided a return address or other contact details.

### Resolution of the matter

The NAB shall, to the maximum extent reasonably possible, review the information contained in the submission and take steps to establish the facts of the case by the means available to the NAB. Such a means may be a request to the HEI to which the submission relates to comment on the facts stated in the submission and to provide the NAB with the information necessary to investigate the matter. In such cases, the NAB will ensure that the identity of the complainant is not disclosed to the HEI unless he or she has consented to this.

### Closing the case

On the basis of the information gathered and other relevant information available, the NAB will assess the level of seriousness of the findings. If the NAB does not find grounds for any of the procedures made available by the Higher Education Act towards HEIs, the complainant will be informed of this conclusion, if he or she has provided a return address or other contact details.

If the NAB finds that there are or may be deficiencies or serious deficiencies in the activities of the HEI, the further course of action will be determined, taking into account other proceedings or actions underway in relation to the HEI. Depending on the nature of the case, this may typically involve notifying the HEI of an undesirable practice, using the facts found in the context of other ongoing or planned proceedings or actions towards the HEI, initiating actions aimed at obtaining a broader set of information about the activities of the HEI, or initiating steps to take corrective measures within the scope of the Higher Education Act.

If the NAB finds possible grounds for initiating any of the procedures to be decided by the Board of NAB, the matter shall be referred to the Board of NAB.

The NAB shall inform the complainant of the chosen procedure if he or she has provided a return address or other contact details.

Approved by: Professor Jaroslav Miller, NAB Chair