

Biuletyn Informacji Publicznej Warszawskiego Uniwersytetu Medycznego

Adres artykułu: <https://bip.wum.edu.pl/artykul/117-918-international-students-how-to-lodge-a-complaint>

International Students – How to Lodge a Complaint

What to Do If You Have a Complaint:

- When you arrive in Poland as an international student, you can expect to receive a high-quality education and feel safe and well-supported during your time here.

If you have a complaint, it's crucial to follow the right steps. Here's what you should do:

1. Reach Out to Your University for Resolution: Your university should be your initial point of contact for any grievances.

- They should have a formal complaints process in place, which they are obligated to explain to you.
- Follow this process to check if your complaint can be resolved by your university.
- You can submit your complaint through the university's website www.wum.edu.pl

2. If Your Complaint Remains Unresolved, Contact the Ministry of Health or the Ministry of Education and Science:

- These government institutions may not directly assess your complaint, but they have the authority to prompt your university to investigate your concerns.
- Additionally, the Ministry can offer guidance on your next steps.
- You can get in touch with the Ministry of Health at: www.mein.gov.pl and the Ministry of Education and Science at: www.mz.gov.pl

3. Get in Touch with the Student Ombudsman:

- The Student Ombudsman is part of the Students' Parliament of the Republic of Poland.
- They intervene in cases where students' rights are violated at universities and carry out proactive measures to raise awareness about students' rights and qualifications.
- Mateusz Kuliński currently serves as the Ombudsman for Student Rights.
- If you require assistance or advice, you can contact the Ombudsman through the Office of the Student Ombudsman at: helpdesk.psrp.org.pl
- There is no charge for this service.

Metryczka

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| Data wytworzenia: | 02.10.2023 |
| Opublikował w BIP: | Anna Lisicka |
| Data opublikowania: | 02.10.2023 10:13 |
| Ostatnio zaktualizował: | Anna Lisicka |
| Data ostatniej aktualizacji: | 02.10.2023 12:17 |
| Liczba wyświetleń: | 336 |