

# 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](http://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](http://www.mein.gov.pl) and the Ministry of Education and Science at: [www.mz.gov.pl](http://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](https://helpdesk.psrp.org.pl)
- There is no charge for this service.

## Metryczka

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