

## **CYCU Student Grievance Regulations**

Passed at the 1<sup>st</sup> University Affairs Committee Meeting during the 2<sup>nd</sup> semester of the 1996 school year

Authorized by the letter of the Ministry of Education under Tai (86) Xun (1) Zi No. 86091747

April 22, 2006 Amended at the 1<sup>st</sup> University Affairs Committee Meeting during the 2<sup>nd</sup> semester of

the 2005 school year

June 28, 2006 Authorized by the letter of the Ministry of Education under Tai-Xun (2)-Zi No.

0950093805

January 20, 2007 Amended at the 1<sup>st</sup> University Affairs Committee Meeting during the 1<sup>st</sup> semester in

the 2006 school year

February 15, 2007 Authorized by the letter of the Ministry of Education under Tai-Xun (2)-Zi No.

0960024489

November 29, 2008 Amended at 1st University Affairs Council Meeting during the 1st semester in the

2008 school year

March 2, 2009 Authorized by the letter of the Ministry of Education under Tai-Xun (2)-Zi No.

0980027343

October 22, 2011 Amended at 1st University Affairs Council Meeting during the 1st semester in the

2011 school year

February 4, 2012 Authorized by the letter of the Ministry of Education under Tai-Xun (1)-Zi No.

1010017950

April 11, 2018 Amended at University Affairs Council Meeting during the 2nd semester in the 2017

school year

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1070066463

April 13, 2022 Amended at University Affairs Council Meeting during the 2nd semester in the 2021

school year

October 12, 2022 Amended at University Affairs Council Meeting during the 1st semester in the 2022

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1110105778

Article 1. According to Paragraph 4 of Article 33 of the University Act and Article 19 of the CYCU Articles of Association, and based on CYCU's philosophy about Love as Power to Lead Education, CYCU establishes the Student Grievances Committee (hereinafter referred to as the "Committee") to process the grievances filed by students to protect the students' interests and rights in learning, life, and education.

Article 2. The Committee consists of 9~13 members who shall be held by student representatives and teacher representatives. The two student representatives shall be delegated by the Student Association within one month after the beginning of the 1st semester per school year. The teacher representatives shall be selected by the President, including one representative recommended by each college of CYCU.

The representatives shall be specialized in laws, education, or psychology. Committee members are not allowed to hold a position as Student Rewards and Disciplinary Committee members or personnel responsible for deciding and investigating the reward or discipline against students concurrently.

In the event of a grievance filed by any special education student, the Committee shall appoint at least two experts in special education, special education parent group representative, or any other special education professional to form the Grievance Committee for Special Education Students separately. The term of office to be held by the Committee members, convening, voting and review decision of the Committee meetings and relevant non-disclosure requirements shall be handled in accordance with the Regulations Governing Grievance Service for Special Education Students.

The members shall hold the term of office for one year, who shall be appointed by the President. The Committee meeting chairperson shall be elected among and by all members. The chairperson shall be responsible for organizing and chairing the Committee meetings.

Article 3. The Committee meeting shall be held only when more than two-thirds of the all members are present at the meeting. The resolution in the written review decision may be adopted only subject to approval of more than two-thirds of the members present at the meeting, and the other resolutions shall be adopted only subject to the approval of a majority of the members present at the meeting.

Article 4. The Committee shall take charge of the following tasks:

1. Review of grievances against student reward or discipline.
2. Review of Student Association and other related student self-governing organizations.
3. Investigate and review of grievances which affect students' studies and interest in life

Article 5. The grievance may be filed in the following manners:

1. The students, Student Association, and other related student self-governing organizations that disagree with the discipline, decision, or resolution rendered by CYCU against them may file the grievance with the Committee in writing within 30 days following the date when they receive or accept the relevant discipline, decision, or resolution. Any grievance filed beyond said-noted time limit will not be accepted. Notwithstanding, a complainant who fails to file the grievance within the specific time limit due to natural calamity or other causes not attributed to him/her personally may submit the written statement of reasons to the Committee to apply for the review within 10 days after said calamity or causes have lifted, unless the grievance is overdue for more than one year. The grievance application form shall identify the complainant's name, student ID, department and mailing address, and facts & reasons of the grievance.
2. The review conducted by the Committee will not be made public in principle. Notwithstanding, it may notify the complainant, representative of the unit which gave the original decision, and related personnel to provide an explanation or state an opinion.
3. CYCU shall complete the review within 30 days following the date when it receives the grievance application form. Said-noted time limit may be extended, if necessary, and the extension shall be notified to the complainant.

The extension shall be granted no more than once, and no longer than two month. Notwithstanding, the extension is not applicable to decisions about the suspension of study, withdrawal of study, expulsion from school, and other similar circumstances. Where the Committee considers that the grievance application form is defective but is correctable, it shall notify the complainant to correct it within 7 days. The correction period shall be excluded from the review period. In the duration of the review, the Committee may suggest that CYCU should suspend executing the decision or policy against the complainant or group.

4. The Committee's review and voting results, and the individual members' opinion, shall be kept in confidence. The written review decision shall include the main text, facts, and reasons. A written review decision shall also be rendered against any grievance application which is rejected, provided that it may exclude the statement of facts.
5. The written review decision shall specify the remedies applicable in the case of disagreement with the decision referred to in Paragraph 1 and Paragraph 3 of Article 8 herein.
6. The complainant is allowed to file the grievance with CYCU against the same case no more than once.

Article 6. Where the original decision against the grievance filed by any CYCU student who disagrees with the decision about suspension of study, withdrawal of study, or expulsion from school is held sustained upon the review, the student's studies and student status shall be handled in the following manners:

1. The deadline of studies referred to in the certificate of attendance shall be subject to the date of the original decision.
2. The certificate of credits may be conferred for the courses already attended by the student in the duration of the grievance.

Article 7. Where the original decision against the grievance filed by any CYCU student who disagrees with the decision about suspension of study, withdrawal of study or expulsion from school is held sustained upon the review, the student's military service and payment refund shall be handled in the following manners:

1. The "name list of deregistered students whose causes for military draft deferral no longer exist" for servicemen shall be reported within 30 days after the grievance decision becomes final and irrevocable.
2. The payment shall be refunded in the manner prescribed in Article 8 of the Regulations Governing Collection of Charges by Junior Colleges or Institutions of Higher Education from Students and Article 15 of the Regulations Governing the Collection of Tuition and Miscellaneous Expenses by Junior Colleges or Institutions of Higher Education from Students.

Article 8. For disagreement with the Committee's review decision on a grievance against CYCU's administrative decision, the complainant may submit the statement of reasons for appeal attached with the grievance review decision to the Ministry of Education via CYCU within 30 days following the date of service of the grievance review decision.

Upon receipt of the statement of reasons for appeal referred to in the preceding paragraph, CYCU shall draft its written response and submit the relevant documents to the Ministry of Education.

For disagreement with the Committee's review decision on the grievance against

any discipline, decision or resolution other than the administrative decisions rendered by CYCU, the complainant may file a legal action pursuant to the laws to seek remedies.

Article 9. When processing the grievance, CYCU may establish the investigation team to investigate the grievance subject to the resolution made by the Committee. The investigation team shall consists of 3~5 members.

Article 10. After filing the grievance application, the complainant is allowed to withdraw the grievance before the review decision is served.

Where the complainant files an appeal or legal action against the grieved case or any matters involved therein after filing the grievance application, he/she shall notify CYCU in writing immediately to help CYCU convey the same to the Committee.

Upon awareness of the circumstance referred to in the preceding paragraph by notice or ex officio, the Committee shall suspend the review and notify the complainant.

Upon the complainant's written request after the causes of suspension no longer exist, the Committee shall continue the review and notify the complainant in writing.

Where the review decision on the aggrieved case is subject to whether the legal relations of the appeal or legal action are sustained, in whole or in part, the Committee shall suspend the review prior to conclusion of the appeal or legal action, and notify the complainant in writing. After the causes of suspension no longer exist, the Committee shall continue the review and notify the complainant in writing.

The requirements referred to in the preceding two paragraphs are not applicable to decisions about suspension of study, withdrawal of study, expulsion from school, or other similar circumstances.

Article 11. Before the review decision on the grievance against resolution about suspension of study, withdrawal of study, expulsion from school, or other similar circumstances becomes final and irrevocable, CYCU may allow the student to continue studying in CYCU ex officio or per the complainant's written request.

Upon receipt of the application filed by the complainant referred to in the preceding paragraph, CYCU shall ask the Committee for its opinion, and evaluate the complainant's life and learning status, and provide its written response within 7 days, which shall specify the rights and obligations related to the student status.

The undergraduate student under the requirement referred to in the preceding paragraph will not be conferred the diploma by CYCU. Meanwhile, the student's studies, performance evaluation, reward and discipline shall be handled in the manner applicable to the current students of CYCU.

Article 12. The written review decision rendered by the Committee shall be served to the complainant upon authorization of the President.

The submission of the written review decision to the President for authorization shall be notified to the unit which renders the original discipline, decision, or resolution. Where the unit which renders the original discipline, decision, or resolution holds that the review decision should be in conflict with laws or unfeasible, it shall submit the written statement of facts and reasons to the President, with a carbon copy thereof to the Committee, within 30 days upon receipt of the review decision. Where the President considers it grounded, the case may be transferred to the Committee for a re-consideration no more than once.

Article 13. Where CYCU's original resolution about suspension of study, withdrawal of study, expulsion from school or any other similar circumstance is revoked by a , review

decision on appeal or judgment on administrative litigation, while it is impossible for the relevant student to resume his/her study promptly with special causes, CYCU shall guide the student to resume his/her study, or reserve the student's status if the student has been enrolled into the army as a serviceman, and guide him to resume study as the first priority after he retires from the army. The student is also allowed to apply for post-registration of the period of suspension before resuming his study.

Article 14. The grievance filed by a student against any campus sexual assault, sexual harassment, sexual bullying or campus bullying incident is handled in accordance with the Gender Equity Education Act and Regulations Governing Prevention of Campus Bullying.

Article 15. The Regulations shall be passed by the Meeting of School Affairs Council and then promulgated and enforced upon authorization of the Ministry of Education.