

Regulations for Handling Students' Grievances by I-Shou University

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- Article 1 The Regulations for Handling Students' Grievances by I-Shou University (hereinafter referred to as the "Regulations") are enacted as per Article 33 of the University Act and Article 26 of the Charter of I-Shou University to safeguard students' right to learn and to education, help students lead a satisfactory campus life, and promote campus harmony.
- Article 2 The University establishes the Student Appellate Committee (hereinafter referred to as the "Committee") to deal with appeals filed by students.
- Article 3 An appeal is filed to the Committee when enrolled students, the Students' Union or any student self-governing organization (hereinafter collectively referred to as the complainant) raises objections to punishments meted out by the University, or to measures or resolutions adopted by the University.
- The Committee shall reject appeals for matters which do not satisfy the requirements referred to in the preceding paragraph or which should be judged by the court, but the Committee may suggest subsequent steps to students.
- Article 4 The Committee is composed of nine to twelve volunteer members, including teacher representatives and student representatives appointed by the President. Committee members serve a one-year term.
- The President appoints six to nine full-time teachers from the University as teacher representatives. Members to the Faculty Plea and Arbitration Committee and to the Student Reward and Disciplinary Committee as well as faculty members serving concurrently as an administrative head are not permitted to serve as members to the Committee.
- The Students' Union, departmental student associations and club cadre members shall nominate two students, respectively, and the President will appoint three of the candidates as student representatives.
- At least one-third of the committee members shall be composed of either gender.
- If a committee member can no longer fulfill his or her duties before the expiration of a given term, the President shall appoint a new member, and the newly-appointed member shall serve until the expiration of the term.
- Depending on the nature of an appeal, the Committee may invite two experts in legal

affairs, education or psychology to attend as advisory members. An advisory member may receive a transportation allowance if he or she is not a full-time faculty or staff member of the University. The exact amount of a transportation allowance given to an advisory member shall be ratified by the President, and such transportation allowances shall be included in the budget of the Office of Student Affairs.

Article 5 The chairperson of the Committee is elected among the committee members, and serves a one-year term and may be re-elected.

The Chairperson is also the convener and presides over committee meetings. Before the chairperson is elected, the very first meeting of each term shall be presided over by the President or a person designated by the President, and subsequent meetings shall be presided over by the elected chairperson.

If the Chairperson cannot preside over a committee meeting, he or she may designate a committee member as his or her deputy.

The Chief of the Counseling & Guidance Section of the Office of Student Affairs shall serve as the executive secretary to cope with administrative affairs of the Committee.

Article 6 A quorum of at least two-thirds of total membership is required to validate a committee meeting. A decision on an appeal shall not be made unless at least two-thirds of the members present vote in favor of the proposal, and a decision on any other issues shall not be made unless at least half of the members present vote in favor of the proposal.

Committee members are barred from authorizing a third party to attend a committee meeting on their behalf.

Article 7 If a complainant raises objections to punishments meted out by the University, or to measures or resolutions adopted by the University, the complainant shall file a written appeal to the Committee within twenty days from the following day of servicing or announcing the punishment, measures or resolution. If the complainant directly files an administrative appeal to the Ministry of Education instead of following due appeal procedures of the University, the date on which the administrative appeal is filed is considered as the date on which an appeal is filed after the administrative appeal is referred by the Ministry to the Committee.

Complainants are allowed to file an appeal for the same issue only once.

The Committee shall reject late appeals. However, a complainant who misses the prescribed deadline due to force majeure or any matter that the complainant should not be to blame for may apply to the Committee for late appeal approval by providing an explanatory statement within ten days of the date on which the reason for delay no longer exists. The aforesaid rule is not applicable when it has been more than one year

since the prescribed deadline.

Article 8 A complainant shall complete and affix his or her signature to an appeal, and submit the signed appeal along with supporting documents and evidence. The following items shall be included in an appeal:

1. the complainant's name, date of birth, national ID No. (Passport No.), class, registered address, mailing address and contact number;
2. the attorney/representative's name, date of birth, national ID No. (Passport No.), registered address, mailing address and contact number, if any;
3. the date on which the complainant receives or is informed of the punishment, measures or resolution, and the facts and reasons of the appeal;
4. desired concrete remedies;
5. the date on which the complainant files the appeal;
6. an explanation of whether an administrative appeal or lawsuit is filed.

The Committee will request the complainant to provide correct and/or supplementary documents within seven days in case of an incomplete appeal. The number of days required for documentation correction shall be deducted from the total days for appeal deliberation. The Committee reserves the right to reject any incomplete appeal if the complainant fails to provide correct and/or supplementary documents by the prescribed deadline.

Article 9 The Committee may set up investigation panels to be responsible for reviewing the legitimacy of appeals and investigating into matters being appealed against or involved with appeals.

An investigation panel is composed of two teacher representatives and one student representative of the Committee, and the convener shall be designated by the Chairperson.

Upon completion of an investigation, investigation panels shall submit the investigation results to the Committee for deliberation and resolution.

Article 10 Before the Committee begins to deliberate an appeal, the complainant may request the Committee to excuse any committee member involved in the matter being appealed against. On the other hand, any committee member may apply for excusing himself or herself from sitting in on the Committee should he or she believes that he or she gets involved in the matter being appealed against. Such applications shall be submitted to the Chairperson for approval.

Article 11 The Committee shall forward a photocopy of the appeal and relevant documents to the unit determining the punishment, measures or resolution being appealed against or related parties (hereinafter collectively referred to as the "determining unit") within

three days from the following day of receiving an appeal, in order to ask the determining unit for an explanation.

The determining unit shall submit an explanatory statement and all necessarily relevant documents to the Committee within seven days from the following day of receiving the notification referred to in the preceding paragraph, and at the same time deliver a duplicate of the explanatory statement to the complainant concerned. However, the determining unit may directly revoke or revise the punishment, measures or resolution should it considers the appeal reasonable, and notify the Committee in writing as well.

If the determining unit fails to explain by the prescribed deadline or refuse to explain, the Committee reserves the right to directly investigate matters being appealed against and deliberate the appeal.

The deadline referred to in the first paragraph is calculated from the following day of documentation correction made as stipulated in Paragraph 2 of Article 8, while the same deadline is calculated from the following day of the deadline of documentation correction should the complainant fails in documentation correction.

Article 12 Committee meetings are restricted to committee members in principle.

The Committee may invite complainants, related parties, scholars, experts or personnel sent by relevant units to attend and give statements under the authority bestowed upon it or as requested by complainants or determining units whenever necessary.

Article 13 Committee members shall vote by secret ballot. Decisions made and opinions expressed by committee members shall be kept confidential at all times.

Article 14 Complainants shall notify the Committee in writing without delay after they file an administrative appeal or lawsuit against matters being appealed against or involved with the appeal before, during or after the appeal process.

Once being notified or informed, the Committee shall immediately notify the complainant concerned and the determining unit in writing, and suspend the appeal arbitration in question as well. The Committee will not resume the arbitration unless the original reason for suspension no longer exists and the complainant concerned files an application for resumption in writing. However, the aforesaid rule does not apply to an appeal against a disciplinary action of expulsion, dismissal and the like.

Before the Committee resumes the arbitration as per the preceding paragraph, it shall notify the complainant concerned and the determining unit in writing.

Article 15 Complainants may withdraw their appeals at any time before the Committee makes a decision on the appeal. However, the complainant concerned is not allowed to file

another appeal for the same reason or matter after the original appeal is withdrawn.

When a complainant applies for withdrawing his or her appeal, the Committee is not required to make any decision, but closes the case accordingly, and at the same time notifies the complainant concerned and the determining unit.

Article 16 During the appeal arbitration, the Committee may recommend the University suspend the disciplinary action of expulsion, dismissal and the like, and complainants may apply in writing for continuing studies at the University before a decision is made.

Upon receiving such an application, the University shall reply in writing within seven days after consulting the Committee and taking into consideration the complainant's daily and academic performance. At the same time, the rights and obligations related to student enrollment status applicable to the complainant concerned shall be clearly stated along with the reply.

As for complainants who are permitted to continue studies under the consent of the University, regulations and rules regulating course registration, scoring, rewards and punishments are the same as those that apply to enrolled students, except that no diploma is issued by the University.

Article 17 The Committee shall make an appeal resolution statement and have the statement ratified by the President within thirty days from the following day of receiving an appeal. The Committee may extend the aforesaid period to a maximum of two months whenever necessary, but only once; at the same time, the Committee shall notify the complainant concerned of the extension. It should be noted that the aforesaid extension does not apply to an appeal against a disciplinary action of expulsion, dismissal and the like.

Article 18 After a decision is made, the Committee shall immediately make an appeal resolution statement. A duplicate of the statement shall be delivered to the complainant concerned after the statement is ratified by the President.

The Committee shall notify the determining unit right after the appeal resolution statement is ratified by the President. If the determining unit believes that the appeal resolution is contradictory to the law or has difficulty in implementing the appeal resolution, it shall submit facts and concrete reasons to the President within seven days of the day of receiving the statement, and at the same time deliver a duplicate to the Committee. The President will deliver the appeal resolution to the Committee for reconsideration should the President considers the reasons proposed by the determining unit adequate, but the request for reconsideration is made only once.

The University shall implement an appeal resolution that is ratified by the President. A duplicate of the ratified statement shall be delivered to the complainant concerned and

the determining unit, respectively.

Article 19 An appeal resolution statement shall include the main body, facts and reasons, and the Committee may make concrete suggestions, if any.

The Committee shall also produce an appeal resolution statement for rejected appeals, but only the main body and reasons are included. The Committee shall also clearly state possible administrative relief measures on the statement as per Article 22 or 23.

Article 20 If the disciplinary action of expulsion, dismissal and the like remains upheld after an appeal, the date of termination of studies stated on the Certificate of Study is the date on which the disciplinary actions is first issued.

Article 21 The following rules apply to military services and tuition refund should the disciplinary action of expulsion, dismissal and the like remains upheld after an appeal:

1. preparing a name list of students whose reasons for military draft deferral no longer exist within thirty days of ratification of an appeal resolution statement and submitting the name list to the local military service authority.
2. The tuition refund is calculated as per Article 8 of the Student Fee Regulations for Junior Colleges and Institutions of Higher Education and Article 15 of the Tuition Fee Regulations for Junior Colleges and Institutions of Higher Education.

Article 22 If a complainant raises objections to the appeal results of the administration action meted out by the University, the complainant can submit an administrative appeal statement along with the appeal resolution statement provided by the University to the Ministry of Education through the University within thirty days from the following day the appeal resolution statement is received.

After receiving the administrative appeal statement mentioned in the preceding paragraph, the University shall immediately prepare and submit an explanatory statement and relevant documents to the Ministry along with documents provided by the complainant concerned.

If a complainant directly files an administrative appeal to the Ministry of Education for the administration action meted out by the University instead of following the appeal procedures of the University, the Ministry shall refer such an appeal to the University to handle as per due appeal procedures.

Article 23 If a complainant raises objections to the appeal results of the punishment, measures or resolution other than the administration action given by the University, the complainant can file a lawsuit to request administrative relief.

Article 24 If a complainant is granted relief after filing an administrative appeal or administrative lawsuit, the following measures shall apply:

1. After another disciplinary action is required as per the administrative appeal decision or the judgment on the administrative lawsuit, and the complainant concerned is permitted to resume the studies, the University shall guide and assist the complainant in applying for resumption should the complainant does not manage to do so promptly due to special reasons. As for students who have already served in the army, the University shall help them retain the student enrollment status, and guide and assist them in applying for resumption right after discharge from the army. These students may apply for suspension of schooling for the period of absence before resuming studies at the University.
2. After another disciplinary action is required as per the administrative appeal decision or the judgment on the administrative lawsuit, and the complainant concerned is permitted to resume the studies, the University must revoke the disciplinary action of expulsion in accordance with the University's regulations.

Article 25 Appeals related to campus sexual assault, sexual harassment or sexual bullying filed by students shall be referred to the University's Committee of Gender Equity Education for deliberation as per Paragraph 2, Article 28 of the Gender Equity Education Act.

Article 26 The administrative funding of the Committee comes from a special budget applied by the Office of Student Affairs.
The Counseling & Guidance Section of the Office of Student Affairs is responsible for administrative affairs of the Committee.

Article 27 The Regulations become effective on the day of promulgation after being adopted by the University Administration Council and the University Council and ratified by the Ministry of Education.

Note: In the event of any disputes or misunderstanding as to the interpretation of the language or terms of these Regulations, the Chinese language version shall prevail.