

MINISTRY OF SCIENCE, HIGHER EDUCATION AND INNOVATION OF THE
KYRGYZ REPUBLIC

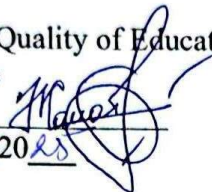
ASIAN INTERNATIONAL UNIVERSITY NAMED AFTER SATKYNBAI TENTISHEV

AGREED

Vice-Rector for Quality of Education and
Labor Discipline

Edigeev Zh.A.

“30” 10 2025



APPROVED

by the decision of
the Academic Council of AIU

Protocol № 2

dated “30” 10 2025

Rector of AIU named after S. Tentishev
Honored Doctor of the Kyrgyz Republic,
Doctor of Medical Sciences, Professor
Selpiev T.T.



QUALITY MANAGEMENT SYSTEM

REGULATION ON THE COMPLAINTS AND SUGGESTIONS BOX

QMS – EC – 4 – 2025

AGREED

Administrative Director

Alakov Ch.K.

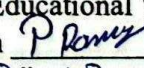
“30” 10 2025



Vice-Rector for Educational Work

Mishra Prashant Ranjan

“30” 10 2025



COMPILED BY

QMS Specialist at the Quality of Education
and Labor Discipline Department

Karagulova M.Sh.

“30” 10 2025



Kant – 2025

1. General Provisions

1.1 The “Complaints and Suggestions Box” is a communication channel with students of the Asian International University named after Satkynbai Tentishev (hereinafter – AIU), as well as with citizens and organizations. The box is intended for receiving appeals, proposals, and remarks aimed at improving the activities of AIU, prompt response to violations, identification of corruption and other offenses committed by AIU employees, as well as ensuring the protection of the rights and legitimate interests of students, citizens, and organizations.

1.2 On the front panel of the box there must be an inscription in large letters:

“FOR COMPLAINTS AND SUGGESTIONS”.

1.3 The person responsible for organizing the operation of the complaints and suggestions box is the Vice-Rector for Quality of Education and Labor Discipline (QELD), appointed by the order of the Rector of AIU.

1.4 The opening of the box is carried out by a commission consisting of:

- the Vice-Rector for Quality of Education and Labor Discipline (QELD);
- a representative of the university administration (Administrative Director);
- a representative of students (Chairman of the Student Parliament);
- a representative of the legal department.

1.5 The complaints and suggestions box is placed in a publicly accessible place on the university premises.

2. Main Tasks

2.1 Assistance in the implementation of measures aimed at preventing and combating corruption and other offenses in AIU.

2.2 Identification of possible violations of the legislation of the Kyrgyz Republic, norms of academic ethics, internal regulations, and other local regulatory acts of AIU.

2.3 Ensuring prompt receipt, registration, and consideration of appeals from students, citizens, and organizations.

2.4 Analysis of incoming appeals and preparation of proposals to improve the university’s activities.

2.5 Ensuring the protection of the rights and legitimate interests of students, employees, and other persons interacting with the university.

3. Functions

3.1 Organization of interaction between AIU and students, citizens, and organizations on issues related to the university’s activities.

3.2 Ensuring the receipt of appeals submitted through the complaints and suggestions box.

3.3 Registration of received appeals in the register of appeals.

3.4 Collection of appeals is carried out at least once a month, as a rule on the last Friday of the month, by the commission for opening the box.

3.5 After collection of written appeals, they are registered and forwarded for consideration in the established manner.

3.6 After each opening, the box is sealed, and an opening report is drawn up, signed by all present members of the commission.

3.7 The opening report must contain:

- serial number of the appeal;

- date and time of receipt;
- surname, name, patronymic of the applicant (if available);
- contact details of the applicant (if available);
- brief content of the appeal;
- note on the results of consideration.

3.8 Anonymous appeals may be taken into account and considered if they contain information about possible violations of legislation or internal regulatory acts of AIU; however, no official response is sent for such appeals.

3.9 Appeals containing information about possible violations of legislation, corruption actions, or violations of internal regulations are submitted to the Rector of the university for appropriate managerial decisions.

4. Responsibility

4.1 Officials working with information obtained through the complaints and suggestions box bear personal responsibility for maintaining confidentiality and preventing disclosure of information about applicants.

4.2 Failure to comply with the requirements of this Regulation is considered a violation of official duties and may entail liability in accordance with the legislation of the Kyrgyz Republic and local regulatory acts of AIU.

5. Procedure for Storage and Amendments to the Regulation

5.1 Revision of the Regulation is carried out as necessary, but at least once every three years.

The Regulation may be revised for operational changes:

- in case of changes in normative and legislative documents regulating educational activities in the Kyrgyz Republic;
- in case of changes in the Charter of AIU, Mission, Policy, and Development Strategy;
- revision of educational program requirements;
- changes in organizational structure;
- changes in staffing schedule;
- redistribution of functions between departments and officials;
- within recommendations based on results of international institutional or program accreditation.

5.2 Amendments to approved regulations are carried out by the developer through drafting a new document and its approval in the established manner.

5.3 Approval of a new version of the Regulation is the basis for withdrawal of previous documents that have lost validity.

5.4 The original Regulation is stored in the Department of QELD.

5.5 Copies of the new Regulation are reproduced by the QELD department; distribution among relevant structural units is assigned to QELDD; the head of a structural unit is responsible for familiarizing employees with the new version; responsibility for replacing the old Regulation on the AIU website with the new one is also assigned to QELDD and the employee of the system and software support department.