


<p>Quality management system</p> <p style="text-align: center;"><b>PROVISIONS</b></p> <p style="text-align: center;"><b>ON THE PROCEDURE FOR CONSIDERATION OF COMPLAINTS FROM EMPLOYEES OF NCJSC " S.S.EIFULLIN KAZAKH AGROTECHNICAL UNIVERSITY"</b></p>	 <p><b>SAKEN SEIFULLIN UNIVERSITY</b></p>	<p><b>NCJSC " S.S.EIFULLIN KAZAKH AGROTECHNICAL UNIVERSITY"</b></p>
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"Approved"  
By order of the chairman  
of the Board  
No. 538-N dated from October 16, 2020

## Quality management system

### PROVISIONS

#### ON THE PROCEDURE FOR CONSIDERATION OF COMPLAINTS FROM EMPLOYEES OF NCJSC " S.S.EIFULLIN KAZAKH AGROTECHNICAL UNIVERSITY"


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**PPWR QMS 08.8004 - 2020**

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**NURSULTAN- 2020**  
**Preface**

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**1. DEVELOPED AND SUBMITTED** by the Director of the Management Department, Personnel and Document Management together with the Quality Service

name of the structural subdivision of the developer of RPCCE

**2. APPROVED AND PUT INTO EFFECT** by order of the Chairman

(official approving the document) **of the Board No. 538-N from 16.10.2020**

(name, date and number of the approving organizational and administrative document)

**3. DEVELOPERS:** - Director of human resources and document management department - **D.B. Alimzhanova**

degree, academic title, full name

- Head of Quality Service - **S.S. Aldabergenova**

degree, academic title, full name

- Quality Service Specialist - **M.T. Zhagalbaeva**


degree, academic title, full name

**4.FIRST INSPECTION DEADLINE**  
**INSPECTION FREQUENCY**

**2025**  
**5 years**


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Kazakh Agrotechnical University

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## 1 Scope

This Regulation on the Procedure for Consideration of Complaints from Employees (hereinafter referred to as PPWR) establishes the requirements for administrative and legal assignment of its organizational structure status, functional duties, powers (rights) and responsibility to a subdivision.


This provision is mandatory for management in their work by all employees of the division.

The Regulation is included in the documentation of the quality management system (hereinafter referred to as QMS) of the S.Seifullin Kazakh Agrotechnical University (hereinafter referred to as S.Seifullin KATU).

## 2 Regulatory references

References to the following regulatory documents are used in this Regulation:

- Civil Code of the Republic of Kazakhstan (General Part) adopted by the Supreme Council of the Republic of Kazakhstan on December 27, 1994;
- Labor Code of the Republic of Kazakhstan No. 414 dated from November 23, 2015;
- Law of the Republic of Kazakhstan No. 221-III of 12 January 2007 "On the Procedure for Consideration of Applications by Individuals and Legal Entities"
- Law of the Republic of Kazakhstan of July 27, 2007 No. 319-III "On Education";
- State program for the development of education and science of the Republic of Kazakhstan for 2020-2025;
- Charter of NSJSC " S. Seifullin Kazakh Agrotechnical University";
- MS ISO 9000:2005 Quality Management Systems. Basic provisions and vocabulary;
- MS ISO 9001:2015 Quality Management Systems. Requirements;
- SO QMS 01.1011 - 2017 Quality management system. Organization standard. Rules for construction, presentation and execution of quality management system documentation;
- SO QMS 01.1014 - 2020 Quality Management System. Organization standard. Rules for the development, approval and approval of the regulation on the division;
- DP QMS 01.1006 - 2020 Quality Management System. Documented procedure. Document management;
- DP QMS 01.1007 - 2020 Quality Management System. Documented procedure. Quality Records Management.

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### **3 Designations and abbreviations**

The following abbreviations are applied in this regulation:

- S. Seifullin KATU - S. Seifullin Kazakh Agrotechnical University;
- PPRZhR - Regulation on the procedure for consideration of complaints from employees;
- PRK - Quality Management Representative;
- QMS - quality management system;
- SK - quality service;
- DMPD - Human Resources and Document Management Department;
- PPS - faculty.

### **4 Responsibility and Authority**

4.1 The Director of the Human Resources and Document Management Department shall be responsible for the development of the provision, namely for its content, for execution, approval and implementation.

4.2 The draft regulation shall be coordinated with the First Deputy Chairman of the Management Board, Director of the Department of Person Management and Document Management (hereinafter referred to as the DMP), Head of the Legal Department, Head of the IC.

4.3 The decision on the final version of the draft PPRL is made by the representative of the Quality Manual (hereinafter referred to as the Quality Control Committee), which is noted in the "Approval Sheet" (Appendix A).

4.4 The Development Division shall submit the draft PPWR to the registration in QS, which shall draw up the original of the provision and collect the approval signatures.

4.5 The QS prepares an order on its implementation, which is approved by the Chairman of the Management Board.

4.6 The head of the development department shall be responsible for bringing the approved PPWR to the attention of the relevant employees of the subdivision. The record of familiarization shall be drawn up in the "Familiarization Sheet" (Appendix B).

### **5 General provisions**

The purpose of the procedure for the consideration of complaints is to guarantee

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the quick consideration of complaints by employees of NSJSC "S. Seifullin KATU" and the adoption of correct decisions on them, to prevent violation of the rights of employees if the claims are justified and to restore the violated rights.

## **6 Submission and acceptance of the complaint**

6.1 Each employee of the university has the right to file a complaint in the form chosen by him personally or through a representative.

6.2 Circumstances related to the employee's oral complaint (hereinafter referred to as the bearer) shall be clarified by the employee of the personnel management sector who accepted it, who, if possible, finds a solution to it immediately in the presence of the bearer. If necessary, the employee of the personnel management department shall contact the head of the relevant structural subdivision for additional information.

6.3 If the issues raised by the bearer require additional verification or if the issue is beyond the competence of the relevant employee of the personnel management, the employee should make a proposal for writing a complaint to the Chairman of the Management Board in any form indicating the contact phone number and return address.

6.4 The complaint is registered in the document management sector, the clerk indicates the date of its receipt and the registration number and sends it to the university management for the resolution, which appoints the person responsible for its consideration.

6.5 The clerk who accepted the written complaint shall make a note of acceptance on the copy of the complaint, which shall be returned to the bearer.

## **7 Consideration of complaints**

7.1 The complaining person and his allegations should be treated without prejudice and respectfully.

7.2 The state of affairs referred to in the complaint should be considered with all the thoroughness that makes it possible to understand the essence of the problem. The person considering the complaint, if necessary, makes a proposal for the submission of additional data necessary for making a decision.

The employee considering the complaint has the right to discuss it with the persons concerned and/or request written clarification from them. In addition, if necessary, a commission can be created to consider the complaint by order of the chairman.

7.3 When clarifying the reasons for the appearance of a complaint with the participation of a leading lawyer, the legality of the incident is revealed on the basis of the relevant documents. As a result of this procedure, a decision is made whether the complaint can be considered justified.

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7.4 The result obtained during the consideration of the complaint should be sent to prevent similar problems from appearing at the university in the future.

## **8. Response to the complaint**

8.1 The period of consideration of the complaint is 10-15 working days from the moment of its submission. If enough information is not collected within the specified period for making a decision, then the bearer is sent a corresponding notification.

8.2 The response to the complaint must be justified. If the claims of the bearer are justified, it is necessary to immediately begin their liquidation. In the answer to the bearer, the partial or complete dissatisfaction of his requirements must be explained truthfully and understandable.

8.3 The person considering the complaint agrees on the draft response with the legal service and the director of the Human Resources and Document Management Department, after which he submits it together with the collected materials for signature to the Chairman of the Management Board.

The signed response is transmitted to the document management sector for registration and sending to the person who submitted the complaint.

## **9 Saving the documents**

The storage of the complaint and the documents collected during its consideration is organized by the head of the division (head of the department) in which the complaint was considered. The relevant documents are stored in the document management area.

## **10 Procedure for Making Changes**

10.1 Amendments to PPWR shall be made in accordance with the requirements of OS QMS 01.1014-2020.

10.2 Amendments to the provision shall be made only with the permission of the QMR and shall be documented for its (their) signature. Sheets removed from the amended version of the provision are stored with the document on the permission to make changes.

10.3 Amendments to the position deposited in the QS are made in accordance with the requirements of DP QMS 01.1006 - 2020


10.4 Changes to the provision are made by a quality service specialist with a mandatory mark in the "Change Registration Sheet" (Appendix B)

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## **11 Storage and distribution**

- 11.1 The responsibility for storage of the original copy, replication and distribution of registered copies to subscribers is assigned to the Quality Service (QS).
- 11.2 Copies of the provision are registered in electronic format in the electronic document management system "ARTA SYNERGY" and sent to all departments of the university.




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**F.01.1011-01**

**Appendix A  
(mandatory)  
Approval Sheet**


Position	Full name	Date	Signature
QMR	Abdyrov A.M.		
Director of HRDMD	Alimzhanova D.B.		
Head of legal department	Kerimshe A.S.		
Head of QS	Aldabergenova S.S.		

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**Appendix B  
(mandatory)  
Approval sheet**

F.01.1011-02

Position	Full name	Date	Signature

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**Appendix V  
(mandatory)**

F.01.1011-03

**Record of changes**

Numbers of sheets				Notice No., on the basis of which a change has been made	Full name of the per- son, who  brought changes	Signature of the per- son who contributed changes	Date of the chang- es
changed	replaced	new	cancelled				
1	2	3	4	5	6	7	8

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