

 UNIVERSITAS PEMBANGUNAN NASIONAL "VETERAN" JAKARTA	POB number	UPNVJ/POB/FH-TU/018
	Manufacture Date	March 1, 2018
	dateRevision	-
	DateEffective	March 2, 2018
FACULTY OF LAW	Endorsed by	Dean DWI DESI YAYI TARINA, SH, MH.
THAT PART	TitlePOB	PROCEDURESTUDENT COMPLAINTS IN STUDENT AFFAIRS SERVICES

LEGAL BASIS: 1. Law of the Republic of Indonesia Number 20 of 2003 concerning the National Education System 2. Law of the Republic of Indonesia Number 12 of 2003 concerning Higher Education 3. RegulationRepublic of Indonesia Government No. 4 of 2014 concerning the implementation of higher education and the management of higher education institutions. 4. Regulation of the Minister of Research, Technology and Higher Education number 44 of 2015 concerning National Higher Education Standards.	EXECUTOR QUALIFICATIONS: 1. Understand guidelines and instructions regarding procedures for student complaints about academic services at the Faculty of Law UPN "Veteran" Jakarta 2. Understand DUTIES AND RESPONSIBILITIES 3. Understand follow-up examination procedure
LINKAGES : 1.	EQUIPMENT: 1.
WARNING: Examinations must be carried out in accordance with procedures	RECORDING AND DATA COLLECTION:

FLOW/CHARTFLOW OF STUDENT COMPLAINT PROCEDURE IN STUDENT AFFAIRS SERVICES

N o.	Activity	executor						Document	Time
		Student	FH Student Affairs Staff	Deputy y III	Deputy III & Relate	Deputy III & Relate	Deputy III & Relate		
1	Submit material complaints both written and verbal	1			d Facult y Offici als	d Facult y Offici als	d Facult y Offici als	Lettercomplain ts or notes of verbal	1 day
2	Acceptfile and record complaints both in writing and orally		2					complaints from students ts or notes of verbal	20 minute
3	Submission of complaint files both written and oral			3				complaints from students ts or notes of verbal	s 20 minute
4	Discussion of responses and follow-up to student complaints				4			complaints from students ts or notes of verbal	s 2 days
5	Look forday and date Submission of responses to student complaints					5		complaints from students eDiscuss ion	2 hours
6	Deliveryresponse to student complaints						6	Answer documents and regulations per applicable law	1 day