

 UNIVERSITAS PEMBANGUNAN NASIONAL "VETERAN" JAKARTA	POB number	UPNVJ/POB/FH-TU/019
	Manufacture Date	March 1, 2018
	Revision date	-
	Effective Date	March 2, 2018
FACULTY OF LAW	Endorsed by	Dean DWI DESI YAYI TARINA, SH, MH.
THAT PART	Title SOP	PROCEDURESTUDENT COMPLAINTS IN ACADEMIC FIELD 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. P ruleRepublic 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
RELATED: 1.	TOOLS/EQUIPMENT: 1.
WARNING: Examinations must be carried out in accordance with procedures	RECORDING AND DATA COLLECTION:

FLOW/CHARTSTUDENT COMPLAINT PROCEDURE FLOW IN SERVICES IN THE ACADEMIC FIELD

N o.	Activity	executor						Document	Time
		Student	Faculty of La w Ed uca tio n Staff	Wade k I	Rel evan t Facu lty Offi cials	Depu ty I/Rel ated Facul ty Offic ials	Depu ty I/Rel ated Facul ty Offic ials		
1	Submit material complaints both written and	1						Lettercomplain ts or notes of verbal	1 day
2	Acceptfile and record complaints both in writing and orally							complaints from students ts or notes of verbal	20 minute s
3	Submission of complaint files both written and oral			3				complaints from students ts or notes of verbal	20 minute s
4	Discussion of responses and follow-up to student complaints				4			complaints from students Lettercomplain ts or notes of verbal	2 days
5	Look for day and date Submission of responses to student complaints					5		complaints from students TimetableDiscus sion	2 hours
6	Deliveryresponse to student complaints						6	Answer documents and regulations per applicable law	1 day