

**Procedure for Handling Appeals and Complaints
within Mobility Programmes**

I. GENERAL PROVISIONS

Art. 1. Purpose of the Procedure

(1) This procedure regulates the manner of receiving, registering, analysing and resolving appeals, complaints and reports submitted in connection with the organisation and implementation of mobility programmes for students and staff, incoming and outgoing, of short and long duration, organised within or outside the Erasmus+ Programme.

(2) The procedure aims to ensure a transparent, objective and non-discriminatory framework for resolving situations reported by candidates and participants, in compliance with the provisions of the Erasmus+ Programme, the internal regulations and procedures of the Romanian-American University, and the documents applicable to each type of mobility.

(3) Appeals and complaints shall be resolved in compliance with the principles of impartiality, transparency, confidentiality, equal treatment, observance of deadlines and proportionality of the measures taken.

Art. 2. Scope of Application

(1) This procedure applies to all stages of the organisation and implementation of mobilities, namely:

- a) participant selection;
- b) mobility preparation;
- c) implementation of the mobility;
- d) completion of the mobility and recognition of results.

(2) The procedure applies to:

- a) student study or traineeship mobilities, of long or short duration, outgoing and incoming;
- b) staff teaching or training mobilities, outgoing and incoming;
- c) other forms of mobility organised by the Erasmus+ Office within or outside the Erasmus+ Programme, insofar as the specific mobility documents do not provide for a separate procedure; reports concerning ethics, harassment or discrimination shall be submitted to the competent structures in accordance with RAU regulations.

Art. 3. Definitions

For the purposes of this procedure:

a) an appeal is the formal action by which a candidate or participant requests the re-examination of a decision, result or manner of applying criteria that directly concern their application or participation in a mobility;

- b) a complaint is the formal submission of a grievance or a situation considered inappropriate in connection with the organisation, preparation, implementation or completion of a mobility;
- c) a report is the communication of a problem, difficulty or situation requiring analysis and, where appropriate, intervention or remedial action, without necessarily constituting a formal appeal or complaint.

Art. 4. General Principles

Appeals, complaints and reports shall be resolved in compliance with the following principles:

- a) impartiality – all submissions shall be analysed objectively, without discrimination and without favouring either party;
- b) transparency – decisions shall be communicated in a clear and reasoned manner, within the limits imposed by personal data protection legislation;
- c) confidentiality – information and personal data shall be used exclusively for the purpose of resolving the situation and shall be disclosed only to persons responsible for resolving it;
- d) equal treatment – similar situations shall be analysed and resolved according to the same rules and criteria;
- e) observance of deadlines – appeals and complaints shall be resolved within the deadlines established by this procedure, depending on the nature and complexity of the case;
- f) proportionality – the measures taken must be appropriate to the situation identified and must seek to remedy it;
- g) good faith – all persons involved in the procedure are obliged to provide relevant information and documents and to cooperate in resolving the situation.

II. PARTICIPANT SELECTION

Art. 5. Right to Appeal

- (1) Candidates who have participated in the selection process for Erasmus+ mobilities, including those rejected for failure to meet the eligibility requirements or for an incomplete application file, have the right to submit appeals.
- (2) Appeals concerning the selection results may concern exclusively elements relating to the candidate's own application, including:
 - a) the manner in which the selection criteria were applied;
 - b) calculation of the average grade or score;
 - c) fulfilment of the eligibility criteria;
 - d) failure to take into account a document submitted within the deadline;
 - e) the existence of a clerical or material error;
 - f) other procedural aspects that affected the outcome of the candidate's own application.
- (3) Matters concerning exclusively the application, score or situation of another candidate may not be the subject of an appeal.
- (4) Lack of knowledge of the regulations, procedures, criteria or selection conditions that were communicated to candidates before or during the selection process shall not constitute grounds for an appeal.
- (5) An appeal may not seek to modify the selection criteria or eligibility conditions after the selection process has ended.

Art. 6. Submission of Appeals

(1) Appeals concerning the selection process shall be submitted by candidates in writing within a maximum of 24 hours from the publication of the provisional results, unless the specific mobility regulations provide for a more favourable deadline for the candidate.

(2) Appeals may be submitted:

- a) by e-mail, to the official address communicated in the announcement of the selection results; or
- b) directly to the Erasmus+ Office, during working hours.

(3) The date and time when the appeal is sent by e-mail, or the date and time when it is registered at the Erasmus+ Office, shall constitute the time of submission of the appeal.

(4) The Erasmus+ Office receives and registers the appeals, verifies compliance with the formal submission requirements and forwards them, within a maximum of 24 working hours, to the Vice-Rector responsible for the relevant area, who forwards them to the Rector.

(5) The appeal must include:

- a) the appellant's first and last name;
- b) faculty, study programme and year of study, as applicable;
- c) contact details, namely telephone number and e-mail address;
- d) subject matter of the appeal;
- e) factual grounds and, where applicable, legal grounds;
- f) identification of the decision or result being appealed;
- g) relevant supporting documents, if applicable;
- h) date and signature of the appellant, where applicable.

(6) Appeals submitted after expiry of the deadline referred to in paragraph (1) shall be considered late and shall be rejected as late, by means of a reasoned decision.

(7) If the appeal does not contain all the elements necessary for its resolution, the Erasmus+ Office may request that it be supplemented within a reasonable period communicated to the appellant; the supplementation may not change the subject matter of an appeal submitted within the deadline.

(8) Appeals from which the subject matter being challenged or the identity of the candidate cannot be clearly established may be rejected as inadmissible.

Art. 7. Appeals Resolution Committee

(1) Appeals submitted against the results of the selection process shall be resolved by the Appeals Resolution Committee.

(2) The Appeals Resolution Committee shall be established by Rector's Decision for the purpose of resolving appeals submitted during the selection process.

(3) The Appeals Resolution Committee shall carry out its activities in compliance with the principles of impartiality, objectivity, transparency and confidentiality.

(4) Persons who participated in the assessment and/or selection of the candidate whose appeal is being analysed may not be members of the committee established to resolve that appeal.

(5) Members of the Appeals Resolution Committee who are in a situation of conflict of interest or any other situation that may affect their impartiality are obliged to recuse themselves.

(6) The Appeals Resolution Committee shall exercise its duties within the limits of this procedure, the applicable internal regulations, and the selection criteria and conditions approved for the respective mobility programme.

Art. 8. Analysis and Resolution of Appeals

(1) The resolution of appeals concerning the selection process falls within the competence of the Appeals Resolution Committee.

(2) The Appeals Resolution Committee shall analyse the appeal and verify, as applicable:

- a) compliance with the eligibility requirements;
- b) application of the selection criteria;
- c) correctness of the calculation of the average grade or score;
- d) consideration of documents submitted within the deadline;
- e) existence of clerical or material errors;
- f) compliance with the stages and procedural rules applicable to the selection process;
- g) any other relevant matters duly substantiated by the appellant and falling within the Committee's competence.

(3) For the purpose of resolving the appeal, the Appeals Resolution Committee may request relevant information and documents from the Erasmus+ Office, the Selection Committee, the faculty or other competent structures.

(4) The Selection Committee is obliged, upon request, to make available to the Appeals Resolution Committee the documents and information necessary to verify the manner in which the selection process was conducted, in compliance with the provisions on personal data protection.

(5) The Appeals Resolution Committee may not subsequently modify the selection criteria, eligibility conditions or calculation methodology applicable to the selection process.

(6) Depending on the outcome of the analysis, the appeal may be:

- a) upheld;
- b) partially upheld;
- c) rejected as unfounded;
- d) rejected as inadmissible;
- e) rejected as late;
- f) closed, where it has become moot.

(7) Where the appeal is fully or partially upheld, the Appeals Resolution Committee shall establish the measures necessary to remedy the situation, including, where appropriate, recalculation of the score/average grade and modification of the candidate's individual result, with notification of the persons whose results may be affected.

(8) Where resolution of the appeal results in a change to the selection results and affects the position of other candidates, the Committee shall order the corresponding update of the selection results.

(9) In duly justified situations where the irregularity identified cannot be remedied through individual measures, the Committee may propose the full or partial repetition of the selection process. Repetition of the selection process shall be approved in accordance with the applicable institutional competences.

(10) The Appeals Resolution Committee shall meet to analyse the appeal within no more than 24 working hours from the issuance of the appointment decision.

(11) Appeals concerning selection shall be resolved within no more than 48 working hours from the meeting of the committee.

(12) During the resolution of an appeal, the selection results shall be provisional; the final allocation of the affected places shall be made after the appeals have been resolved.

(13) The decisions of the Appeals Resolution Committee shall be recorded in minutes, which shall include at least the appeals analysed, the decisions adopted and the main considerations underlying them.

Art. 9. Effects of Upholding an Appeal

(1) Where an appeal is fully or partially upheld, the candidate's individual result shall be modified in accordance with the decision of the Appeals Resolution Committee.

(2) Where modification of the individual result leads to a change in the ranking of candidates, the status of an accepted, reserve or rejected candidate, or the mobility options, the selection results shall be updated accordingly.

(3) Candidates affected by the change in the selection results shall be informed by e-mail.

(4) Reclassification of affected candidates shall be carried out ex officio, on the basis of the applicable selection criteria and the options initially expressed in the application form.

(5) Results updated following the resolution of appeals shall be recorded in an official document and, where applicable, transmitted to the competent structures for continuation of the mobility process.

Art. 10. Communication of the Decision

(1) The decision on the appeal shall be adopted by the Appeals Resolution Committee and recorded in its minutes.

(2) The decision shall be communicated to the appellant by the Erasmus+ Office by e-mail, within the deadline provided for by this procedure.

(3) The communication shall include at least:

- a) the subject matter of the appeal;
- b) the decision adopted;
- c) the measures ordered, if applicable.

(4) The decision of the Appeals Committee concludes the internal resolution procedure, without limiting the right of access to a court or other competent authorities.

(5) After completion of the appeal resolution procedure and communication of the updated results, the selection results shall be considered final, except in situations where material errors or other circumstances requiring their correction under the applicable regulations are subsequently identified.

III. MOBILITY PREPARATION / BEFORE THE MOBILITY

Art. 11. Issues Concerning Course Selection and the Learning Agreement for Studies/Traineeships

(1) Issues concerning course selection, the establishment of the study or traineeship programme, and the preparation or modification of the Learning Agreement for Studies/Traineeships shall be reported in writing to the Erasmus+ Office or the competent academic coordinator.

(2) Such situations may be reported before the start of the mobility and, in the case of changes occurring during the mobility, during the mobility period.

(3) The Erasmus+ Office shall inform, as appropriate, the academic coordinator, the home faculty and/or the partner institution.

(4) The Erasmus+ Office, the academic coordinator and the competent academic structures shall cooperate with the partner institution to clarify and, where appropriate, amend the mobility documents.

Art. 12. Complaints Concerning the Financial Agreement and Grant Payment

- (1) Situations concerning delays in signing the financial agreement or in paying the grant shall be reported to the Erasmus+ Office within 5 working days from the date on which the participant became aware of the respective situation.
- (2) The Erasmus+ Office shall verify the situation and, where appropriate, forward the necessary documents or requests to the Financial Department for payment or verification.
- (3) Financial situations shall be resolved in compliance with the applicable competences and internal procedures.
- (4) Where resolution depends on the fulfilment of certain conditions or the submission of documents by the participant, the participant shall be informed of the necessary steps.

IV. IMPLEMENTATION OF THE MOBILITY / DURING THE MOBILITY

Art. 13. Reporting Problems Arising During the Mobility

- (1) Outgoing and incoming participants may report problems or difficulties arising during the mobility to the Erasmus+ Office, the academic coordinator or the competent person/structure, depending on the nature of the situation.
- (2) The following may be reported, without limitation:
 - a) academic difficulties;
 - b) administrative problems;
 - c) problems concerning the study or traineeship programme;
 - d) accommodation difficulties;
 - e) problems concerning the grant or other payments;
 - f) integration difficulties;
 - g) inadequate study, traineeship or accommodation conditions;
 - h) other situations affecting the proper implementation of the mobility.
- (3) The Erasmus+ Office shall analyse the situation and, depending on its nature, refer it to the competent structure or person.
- (4) The following may be involved, as appropriate:
 - a) the home faculty, faculty management, academic coordinator or secretariat, for academic and administrative matters;
 - b) the Financial Department, for situations concerning grants or other payments;
 - c) the dormitory administration and/or competent service, for accommodation and living-condition issues;
 - d) the institutional Erasmus+ coordinator, for general mobility situations, sensitive matters communicated by the partner institution, issues concerning the relationship with the partner, or other situations requiring intervention at institutional level.
- (5) The Erasmus+ Office and the competent persons/structures shall seek to identify and implement a solution within a reasonable period, depending on the nature of the situation.

Art. 14. Urgent Situations

- (1) Situations that may immediately affect the safety, health, security or normal implementation of the mobility must be reported without delay to the Erasmus+ Office and, where appropriate, to the competent persons or authorities.

(2) In urgent situations, the necessary measures may be taken as a matter of priority, with the documentation and formalisation thereof to be completed subsequently, if necessary.

Art. 15. Amicable Resolution of Problems

(1) In the case of problems arising during the mobility, the Erasmus+ Office shall give priority to resolving them amicably, through dialogue with the participant and the structures or institutions involved.

(2) For outgoing mobilities, representatives of the host institution shall be consulted, as appropriate.

(3) For incoming mobilities, representatives of the home institution shall be consulted, as appropriate.

(4) If the problem cannot be resolved amicably and the situation so requires, measures may be taken to adjust the mobility plan or, in justified cases, to terminate the mobility early, in compliance with the contractual provisions and the rules of the Erasmus+ Programme.

(5) The participant shall be informed of the consequences of the measures taken and, where applicable, of the obligations incumbent upon them.

V. COMPLETION OF THE MOBILITY / AFTER THE MOBILITY

Art. 16. Challenging the Recognition of Results and Credit Equivalence

(1) Participants have the right to challenge the manner in which academic results or the results of the traineeship period carried out during the mobility were recognised or converted/equated.

(2) An appeal may be submitted within 10 working days from the date on which the decision concerning the recognition/equivalence of results was communicated.

(3) The appeal shall indicate the results being challenged and the reasons why the participant considers that they were not properly recognised or equated.

(4) The Erasmus+ Office shall verify the relevant mobility documents and forward the appeal and the related documents to the Vice-Rector responsible for the relevant area, who shall subsequently request the Rector to appoint a re-examination committee whose members do not include persons who initially decided on the equivalence.

(5) The Re-examination Committee shall analyse the appeal and decide on the recognition and equivalence of academic results and credits, in compliance with the Learning Agreement, any approved amendments, documents issued by the host institution (Transcript of Records / Transcript of Work), and the applicable internal academic regulations and procedures.

(6) Where an error or discrepancy is identified, the results shall be reassessed and, where appropriate, the recognition and equivalence result shall be corrected.

(7) The decision adopted and any changes resulting from the re-examination shall be communicated to the participant by e-mail.

VI. DEADLINES AND RESPONSIBILITIES

Art. 17. Deadlines for Submitting Appeals and Complaints

(1) Appeals concerning selection shall be submitted within 2 working days from the publication of the provisional results, subject to the more favourable deadline provided for in the specific regulations.

(2) Complaints concerning mobility preparation shall, as a rule, be submitted within 5 working days from the date on which the participant became aware of the situation complained of.

(3) Problems arising during the mobility shall be reported without delay so that the necessary measures can be taken to remedy them. In the case of a formal complaint, it shall, as a rule, be submitted within 5 working days from the date on which the participant became aware of the situation complained of.

(4) Appeals concerning the recognition/equivalence of results after the mobility shall be submitted within 10 working days from the communication of the decision concerning the recognition/equivalence of results.

(5) In urgent situations, the deadlines provided for in paragraphs (2) and (3) shall not prevent the participant from reporting the situation immediately when it arises.

Art. 18. Deadlines for Resolving Appeals and Complaints

(1) Appeals concerning selection shall be resolved within the deadline provided for in Art. 8 paragraph (11).

(2) Other appeals and complaints shall, as a rule, be resolved within no more than 10 working days from the date of registration, depending on the complexity of the case.

(3) Where resolution depends on information, documents, opinions or decisions from other structures of the Romanian-American University or from a partner institution, the deadline referred to in paragraph (2) may be extended.

(4) In the event of an extension of the deadline, the appellant/complainant shall be informed of the reason for the extension and, insofar as possible, of the estimated time for resolution.

(5) The deadlines provided for in this procedure are expressed in working days/hours, except where expressly provided otherwise.

Art. 19. Responsibilities

(1) The Erasmus+ Office has the following responsibilities:

- a) receives and registers appeals, complaints and reports;
- b) verifies compliance with the formal submission requirements;
- c) forwards appeals to the Vice-Rector responsible for the relevant area;
- d) forwards appeals and related documents to the Appeals Resolution Committee and provides the Committee with all necessary information;
- e) monitors compliance with resolution deadlines;
- f) communicates the decisions adopted by the Appeals Resolution Committee;
- g) coordinates communication between the participant and the structures involved;
- h) monitors the implementation of the measures ordered and archives the related documents.

(2) The Selection Committee is responsible for organising and conducting the selection process, assessing candidates and establishing the selection results, in accordance with the approved criteria and conditions.

(3) The Appeals Resolution Committee, established by Rector's Decision whenever necessary, is competent to analyse and resolve appeals submitted against the results of the selection process.

(4) The Academic Recognition Committee initially decides on the recognition and equivalence of results; the appeal is examined by the Re-examination Committee referred to in Art. 16 paragraph (4), in accordance with the applicable academic documents and the University's internal regulations.

(5) Faculties and other structures involved in the management of mobilities are obliged to provide, upon request of the Erasmus+ Office, the Selection Committee, the Appeals Resolution Committee or the Academic Recognition Committee, the information and documents necessary for the exercise of their duties.

(6) Candidates and mobility participants are obliged to provide complete and accurate information and documents in accordance with the applicable requirements.

Art. 20. Communication of Decisions

(1) Decisions concerning appeals and complaints shall, as a rule, be communicated by e-mail to the address provided by the appellant/complainant.

(2) Where resolution involves measures that must be implemented by the participant, the participant shall be informed of those measures and, where applicable, of the deadline by which they must be fulfilled.

(3) The communication of the decision must be clear so as to allow the appellant/complainant to understand the outcome of the analysis and the measures taken, where applicable.

Art. 21. Confidentiality and Data Protection

(1) All information and documents relating to appeals, complaints and reports shall be handled in compliance with the legal and internal provisions concerning personal data protection and confidentiality of information.

(2) Access to documents relating to an appeal or complaint shall be permitted only to persons responsible for analysing and resolving it.

(3) Information concerning the resolution of an appeal or complaint shall not be disclosed to other persons except insofar as this is necessary for resolving the case or is required by applicable legislation.

Art. 22. Archiving

(1) Appeals, complaints, reports, supporting documents, minutes, decisions and related communications shall be archived by the Erasmus+ Office in accordance with the internal rules on document archiving.

(2) Documents shall be retained for the period provided for by the applicable legislation and internal regulations.

Art. 23. Final Provisions

(1) This procedure applies to mobilities taking place from the 2026–2027 academic year onwards, following approval by the competent body of URA.

(2) The provisions of this procedure shall apply together with the Regulations on the Implementation of Student Mobilities, the Procedure for the Organisation and Implementation of Mobilities for Teaching Staff or Non-Teaching Staff, as well as other applicable internal regulations and procedures.

(3) If the provisions of the Erasmus+ Programme, applicable legislation or other binding official documents are subsequently amended after the approval of this procedure, their mandatory provisions shall take precedence, and the procedure shall be updated, as appropriate.

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Proposed for approval,

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