POLTAVA UNIVERSITY OF ECONOMICS AND TRADE

Educational and Scientific Institute for Quality Assurance in Higher Education

Quality management system

ENACTED
Rector`s order
Poltava University of Economics and Trade
No.10-H dated 28 January 2026

Rector

_____Oleksiy NESTULYA

APPROVED
By the decision of the Academic Council
Poltava University of Economics and Trade
Protocol No. 1 dated 28 January 2026

Chairman of the Academic Council

_____Oleksiy NESTULYA

REGULATION

on the Policy of Prevention of Discrimination, Sexual Harassment and Promotion of Equality at Poltava University of Economics and Trade

(ДПСЯПД-5-5.1-301-05-26)

Poltava–2026

PREFACE

1.SUBMITTED BY THE DIRECTOR OF THE EDUCATIONAL AND SCIENTIFIC INSTITUTE OF SECURITYQUALITIESHIGHEREDUCATION **GasElenaVolodymyrivna,**to.there are.n.,docent

2.DEVELOPERS: Viktoria Anatoliivna Orel, student ombudsman of the university

3. EXPERT GROUP Pedchenko Nataliya Serhiivna, Commissioner for the Prevention and Detection of Corruption, Doctor of Economics, Professor

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Year of review	*20… years old*	*20…river*	*20…river*	*20…river*
Date				
Signature				
Full name				

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1. General provisions

1.1. Policy on anti-discrimination, sexual harassment and equality at the Poltava University of Economics and Trade is due to the need to form a unified approach to the implementation of the main directions of state policy on preventing and combating discrimination, ensuring equal rights and opportunities for women and men, equal access to education without discrimination on any grounds, respect for human rights and freedoms, intolerance to humiliation of honor and dignity, physical or psychological violence, as well as to any forms of discrimination.

1.2. This Regulation has been developed on the basis of the Constitution of Ukraine, the Universal Declaration of Human Rights, the Laws of Ukraine "On Education", "On Higher Education", "On Ensuring Equal Rights and Opportunities for Women and Men", "On the Principles of Preventing and Counteracting Discrimination in Ukraine", "On the Protection of Personal Data", "On Citizens' Appeals" as well as taking into account the Order of the Cabinet of Ministers of Ukraine dated December 20, 2022 No. 1163-r "On Approval of the Strategy for the Implementation of Gender Equality in Education by 2030 and Approval of the Operational Plan of Actions for 2022–2024 for Its Implementation", the Order of the Cabinet of Ministers of Ukraine dated March 25, 2025 No. 260-r "On Approval of the Operational Plan of Actions for 2025–2027 for the Implementation of the Strategy for the Implementation of Gender Equality in Education by 2030" and the Methodological Recommendations on the Implementation of a Policy to Combat Discrimination, Sexual Harassment and Support Equality in higher education institutions of Ukraine, approved by the order of the Ministry of Education and Science of Ukraine dated September 23, 2025 No. 1275.

1.3. This Regulation has been developed to provide management, higher education students, academic staff and other university employees with practical guidelines for developing, adopting and implementing internal policies to combat discrimination, sexual harassment and promote equality. Given the high sensitivity of issues related to sexual harassment, other forms of discrimination and gender-based violence as well as the risk of re-traumatization of victims, this Regulation aims to ensure a sensitive, timely and effective response to such cases.

1.4. The Regulation is subject to review once every five years. Changes are made if necessary. Proposals for changes are prepared by the directors of educational and scientific institutes and vice-rectors of the university. The generalization and registration of changes is carried out by the director of the Educational and Scientific Institute for Quality Assurance in Higher Education. The Regulation and amendments are put into effect by order of the rector after approval by the Academic Council of the University.

1.5. The Regulation uses the terminology defined in the relevant regulatory legal acts of Ukraine and international documents, namely :

Terms from the Code of Ukraine on Administrative Offenses

Bullying is an act of participants in the educational process that consists of psychological, physical, economic or sexual violence, including with the use of electronic communications committed against a minor or underage person or by such a person against

other participants in the educational process as a result of which mental or physical harm could be caused .

Terms from the Labor Code of Ukraine

Mobbing (bullying) – systematic (repetitive) long-term deliberate actions or inactions of an employer, individual employees, or a group of employees aimed at humiliating the honor, dignity, or business reputation of an employee, including for the purpose of acquiring, changing, or terminating their labor rights and obligations; manifested in psychological and/or economic pressure, including through the use of electronic communications, which creates a tense, hostile, or offensive atmosphere that may lead to the employee underestimating their professional suitability.

Terms from the Law of Ukraine "On the Principles of Preventing and Combating Discrimination in Ukraine"

Discrimination is a situation in which an individual and/or a group of individuals are restricted based on their race, skin color, political, religious and other beliefs, gender, age, disability, ethnic and social origin, citizenship, family and property status, place of residence, linguistic or other characteristics that were, are, or may be actual or permitted (recognized, defined characteristics) in any form, except in cases where such a restriction has a legitimate, objectively justified goal, the means of achieving which are necessary and required.

Harassment is behavior that is undesirable for an individual and/or a group of individuals, the purpose or effect of which is to humiliate their human dignity on certain grounds or to create a tense, hostile, offensive or contemptuous atmosphere towards such a person or group of persons.

Terms from the Law of Ukraine "On Ensuring Equal Rights and Opportunities for Women and Men"

Discrimination on the basis of gender is a situation in which a person and/or a group of persons on the grounds of sex, which were, are and may be actual or presumed, are subject to restrictions in the recognition, exercise or enjoyment of rights and freedoms or privileges in any form established by the Law of Ukraine "On the Principles of Preventing and Combating Discrimination in Ukraine", except in cases where such restrictions or privileges have a legitimate objectively justified goal, the means of achieving which are appropriate and necessary.

Positive action - special temporary measures that have a legitimate objectively justified purpose, aimed at eliminating legal or factual inequality in the opportunities of women and men to exercise the rights and freedoms established by the Constitution and laws of Ukraine. **Sexual harassment** - are actions of a sexual nature (not infringing on sexual freedom or sexual integrity of the individual), expressed verbally, non-verbally, including through the use of electronic communications, or physically (words, gestures, body movements, touching, patting or other similar actions) in an intimidating, hostile or offensive, humiliating environment (situation).

Terms from Recommendation CMU/Rec (2022) 16 of the Committee of Ministers of the Council of Europe to member states on combating the language of hatred

Hatred language – expressions that incite, promote, spread or justify violence, hatred or discrimination against a person or group of persons due to real or attributed/imagined personal characteristics (status) such as: race, skin color, language, religion, nationality, national or ethnic origin, age, disability, sex, gender identity and sexual orientation.

Terms from Recommendation CM/Rec (2019)1 "Preventing and combating sexism"

Sexism – any action, gesture, visual display, spoken or written words, practice or behavior based on the idea that a person or group of people are inferior because of their sex, and which occurs in public or private spheres, online or offline, and is aimed at (or causes): violation of the dignity or rights of a person or group of people; physical, sexual, psychological or socio-economic harm or suffering to a person or group of people; creating an intimidating, hostile, degrading or offensive environment; hindering the independence or full exercise of human rights by a person or group of people; supporting and reinforcing gender stereotypes.

Terms from the Council of Europe Convention on Prevention of Violence against Women and Domestic Violence (Istanbul Convention)

Gender-based violence - is violence directed against a person because of the gender, or violence that affects women disproportionately (according to the Council of Europe Convention on Violence against Women and Domestic Violence, Article 3).

Terms from the "Accessibility Handbook"

Barrier-free is the principle of creating an environment in which every person has equal access to opportunities regardless of age, gender, health status, or other characteristics; it involves the removal of physical, informational, and social barriers.

Gender equality is a state that concerns equal rights, responsibilities, and opportunities for women and men, and implies that the interests, needs, and priorities of both women and men are taken into account.

Terms from the glossary of the European Institute for Gender Equality

Gender-sensitive, non-discriminatory speech – the implementation of gender equality in written and spoken language, which is achieved when women and men, as well as individuals who do not fit into the binary gender system, become visible in language (appear) as persons of equal value, dignity, integrity and respect; in particular, it concerns the use of feminine words – words of the feminine words denoting the names of professions, positions, social status, types of activities to designate women.

General and contextual terms (recommended for use in internal documents of higher education institutions)

Victim blaming is shifting the blame for what happened, in particular for the offense committed, from the offender to the injured party.

Gender is the socially constructed roles, behaviors, activities, and characteristics that a given society considers appropriate for women/men.

A gender -sensitive approach is taking into account the specific social, cultural, economic, political and other characteristics of the living conditions and needs of women and men.

Discriminatory statements are verbal or non-verbal statements, in particular in electronic communications, that degrade a person or group of persons on the basis of sex,

race, age, sexual orientation, gender identity or other characteristics that may cause prejudice or create an atmosphere of hostility.

Electronic communications - the exchange of information (text messages, photo, video, audio files, etc.) which is carried out using electronic means of communication, such as email, instant messengers, social networks, mobile applications, online platforms, video communication, etc., in particular those used in the process and for the purpose of carrying out educational and scientific activities.

The complainant is a person who has filed a complaint about a violation of the equal rights and opportunities of women and men.

Confidentiality – the non-disclosure of any information to any party without the informed consent of the individual concerned; the exception to confidentiality is regulatory mandatory notification requirements.

Conflict of interest is a situation in which a person has a personal interest in the field of their professional, educational or representative activities, which may affect their ability to act impartially, objectively and in a manner that complies with the principles of equality, non-discrimination and respect for the rights of others.

Offender – the person who committed the violation,

Mandatory notification – a requirement established by law to inform authorized bodies or persons about probable facts of violations that pose a threat to the safety of the affected person and other persons that constitute an exception to confidentiality (in particular, aimed at protecting minors, or that contain signs of a probable criminal offense of public prosecution).

Complainant – the person whose actions or conduct are the subject of the complaint.

Victim-centered approach – a comprehensive approach that involves recognizing, respecting and protecting the rights and dignity of persons who have experienced any form of discrimination, sexual harassment, and other violations that do not comply with the Regulation, by creating sensitive, safe, non-discriminatory response procedures, providing support, and preventing re-victimization and traumatization, taking into account the needs and vulnerabilities of victims and understanding the gendered nature of violence.

Victim – a person who has experienced discrimination, sexual harassment, or other violations.

Retraumatization (re-traumatization) is the process of re-experiencing a traumatic experience or similar emotional stress, which makes recovery difficult.

Equality is a principle that guarantees equal rights, opportunities, and treatment of all persons regardless of their characteristics.

Witness - a person who knows or may know about the commission of sexual harassment or (and) discrimination against another person (persons), or who was an eyewitness to the situation.

Trauma-informed approach – a comprehensive approach that involves understanding and recognizing how trauma can affect a person's behavior, emotional state, learning, and social interactions, and is based on the principles of respecting the human dignity of survivors, creating a safe environment, and preventing re-traumatization when providing care, communicating, or making decisions.

2. Implementation principles

2.1. The implementation of the policy of combating discrimination, sexual harassment and supporting equality is an integral part of the modern democratic educational system of the university. Such a policy is aimed at creating a safe, inclusive and barrier-free environment in which every participant in the educational process can freely exercise their rights and potential regardless of gender, race, ethnic origin, language, age, sexual orientation, gender identity, disability, religious beliefs or other protected characteristics. Ensuring the principles of equality, non-discrimination and respect for human dignity at Poltava University of Economics and Trade contributes to improving the quality of education, strengthening academic integrity and social cohesion of the university community.

2.2. The University ensures the formation of an environment in which:

– respect for human dignity is an integral part of the relationship between all participants in the educational process, partners, contractors and other involved persons;

– all participants in the educational process are aware of the values of non-discrimination and equality and adhere to them in educational, scientific, administrative and other activities, in public statements and materials, using non-discriminatory and gender-sensitive language;

– there is zero tolerance for discrimination, sexual harassment and gender-based violence;

– every person has equal access to opportunities for development, education, and the realization of their own potential.

2.3. At the Poltava University of Economics and Trade we guarantee:

– compliance with legal norms of relationships and decent treatment of all participants in the educational process;

– raising awareness of stereotypes and prejudices that underlie inequality, discrimination and sexual harassment through educational and outreach activities;

– availability of information and resources for assistance, including through the university's official website, information materials, guides, and campaigns designed in compliance with the principles of accessibility;

– transparent procedures for protection against discrimination and sexual harassment, adhering to the principles of fairness and a gender-sensitive approach;

– maintaining confidentiality, objectivity, impartiality and fairness when handling complaints;

– preventing any negative consequences for applicants, victims and witnesses, including harassment, bullying, creating a hostile atmosphere, disruption of education or work, retaliation or intimidation;

– introducing, where necessary, positive actions to achieve equality policy objectives.

2.4. Participants in the educational process are recommended to:

– respect the dignity of others, observe the right to privacy and the principles of confidentiality;

– be aware of the content of these Regulations and adhere to their norms in their activities;

– refrain from behavior that could be perceived as discrimination, sexual harassment or other forms of violence, including gender-based violence;

– whenever possible, report cases of discriminatory behavior, violence and sexual harassment and, if it is safe to do so, counteract such behavior;

– persons holding leadership or teaching positions or participating in student government must be an example of compliance with ethical and legal standards of conduct;

– actively support University activities aimed at promoting equality, non-discrimination, and combating sexual harassment.

3. Organization of internal procedures

3.1. Effective implementation of the policy of combating discrimination, sexual harassment and supporting equality at Poltava University of Economics and Trade requires clearly defined internal procedures that ensure an appropriate response to possible violations and create conditions for preventing such cases. The organization of the University's internal procedures is aimed at ensuring transparency, accessibility and impartiality of the processes of considering applications, providing assistance to victims, as well as holding persons who committed violations accountable.

3.2. In this regard, the higher education institution develops and implements an internal regulation (policy) on combating discrimination, sexual harassment and supporting equality, which includes:

– the procedure for submitting complaints, including online;

– mechanisms to ensure confidentiality;

– the procedure for the establishment and functioning of independent commissions (or authorized bodies) for the consideration of complaints;

– guarantees for affected persons, in particular the prevention of negative consequences for filing a complaint;

– defined deadlines for considering complaints;

– algorithm for interaction with law enforcement agencies, courts and specialized public organizations in the field of ensuring gender equality, non-discrimination and combating gender-based violence.

4. Possible unacceptable behaviors

4.1. In order to create a safe, non-discriminatory and inclusive environment in higher education, special attention is paid to preventing and responding to unacceptable forms of behavior. Unacceptable behavior can be manifested both overtly and covertly, in a physical or online environment, and include verbal and non-verbal actions that affect the dignity, physical and psychological state and equality of opportunities of participants in the educational process. The consequences of such actions are harmful both for the individual and the team .

4.2. Physical and verbal harassment:

– unwanted physical attention or contact, invasion of personal space;

– intimate suggestions, unwanted comments or innuendo of a sexual nature;

– displaying pornographic or overtly sexualized images.

4.3. Discriminatory statements and attitudes:

– Derogatory statements or attitudes based on gender, sexual orientation, gender identity, race, nationality, religion, age, disability, appearance, social origin, etc.;

– use of hate speech;

– statements about the "inability" of women or men for certain areas of activity due to stereotypes.

4.4. Discrimination in the educational and professional process:

- biased treatment based on protected characteristics;

– distribution of roles or tasks according to gender stereotypes;

– devaluation of opinions and suggestions due to gender;

– hindering career advancement;

– unjustified refusal to hire or provide leave related to pregnancy, childbirth or childcare.

4.5. Statements or materials containing examples of discriminatory or derogatory language are not considered a violation when they are used solely for educational, analytical, or research purposes to illustrate unacceptable behavior, demonstrate its harmfulness, and develop critical thinking.

5. Work of the Commission

5.1. Members of the Commission undergo special and periodic training (in-service training) on combating violence, including gender-based violence, sexual harassment and discrimination, as well as on ensuring equality and a safe, non-discriminatory educational environment.

5.2. Employees of higher education institutions undergo periodic training or advanced training on combating violence, sexual harassment, and discrimination in the educational process.

5.3. Officials of higher education institutions, within their competence, carry out a gender impact assessment of provisions, decisions and procedures, determining their direct or indirect impact (positive, negative or neutral) as well as short-term and long-term consequences for the situation of women and men, girls and boys, in order to timely identify disparities and prevent gender inequality.

5.4. Higher education institution officials support and encourage measures to implement equality and anti-discrimination policies and eliminate barriers to their implementation, including: insufficient awareness among employees, a culture of silence about violations, lack of effective response procedures, conflict of interest when considering complaints, the presence of stereotypes and prejudices, lack of relevant competencies, fear of stigmatization or reprisals, limited resources or uncertainty of responsible persons.

5.5. Heads of structural units, directors of institutes and curators of academic groups are obliged to respond in a timely manner to violations of the principles of equal rights and opportunities for women and men, take measures to prevent them and prevent their recurrence. If it is impossible to resolve the situation independently, they immediately

refer the issue to higher officials or relevant departments of the higher education institution.

6. Functions of the Commission

6.1. Disseminates information about internal regulations (policies) on anti-discrimination, sexual harassment and equality.

6.2. Organizes and conducts training events for participants in the educational process on preventing discrimination, violence, including gender-based, sexual harassment, and ensuring equality.

6.3. Provides informational and advisory support to participants in the educational process on issues of preventing discrimination, violence, and sexual harassment.

6.4. Receives and considers complaints regarding discrimination, violence, including gender-based, and sexual harassment.

6.5. Develops, adopts and monitors the implementation of the annual action plan aimed at informing and educating on issues of combating discrimination, violence and sexual harassment.

6.6. Conducts a survey within the higher education institution on the status of compliance with the principle of equal rights and opportunities for women and men, as well as on the effectiveness of mechanisms for protection against violations.

6.7. Requests necessary information from heads of faculties, other structural units and authorized persons about the status of implementation of planned activities, existing obstacles and proposals for their improvement.

7. Composition of the Commission

7.1. The Commission is elected for a term of three years with the possibility of renewal of its composition.

7.2. The Commission shall include representatives of the following categories:

- student self-government bodies;
- scientific, pedagogical and research workers, including one representative of the primary trade union organization of employees (if any);
- other employees of the institution, including at least one representative of the primary trade union organization of employees (if any);
- persons responsible for combating discrimination, violence and sexual harassment, promoting equality, as well as gender experts or researchers in this field (if available);
- employees responsible for working with education seekers;
- representatives of the administration of a higher education institution;
- delegates from student government (student rights representatives, etc.);
- representatives of trade union organizations (if any);
- representatives of the legal service;
- psychologists.

7.3. The composition of the Commission shall be gender balanced. All members of the Commission shall have equal voting rights.

7.4. The number of members of the Commission is not limited, but a balance must be maintained between the representation of students, teaching staff, and the administration of the higher education institution.

7.5. The Commission is considered authorized to hold meetings and make decisions if at least half of its members are present at the meeting.

7.6. The Commission may include external independent experts and representatives of state and public organizations working in the field of gender equality and combating discrimination and violence, including the educational ombudsman (upon consent). External experts may participate on a permanent basis or be involved as needed by decision of the Commission.

7.7. The Chairman of the Commission, the Deputy Chairman and the Secretary of the Commission are elected from among the members of the Commission. The Chairman represents the Commission in interaction with other bodies of the institution, signs documents and is the contact person of the Commission. In the event of an equal distribution of votes, the Chairman's vote is decisive.

7.8. The work of the Commission is carried out in the form of meetings (in person or remotely). Each meeting is documented by minutes and signed by the Chairman and the Secretary of the Commission. The Secretary is elected at the first meeting by a simple majority of votes from among the members of the Commission and is responsible for keeping minutes and accounting for documentation.

7.9. To consider a specific complaint, the Chairman of the Commission appoints a rapporteur. During the meeting, the rapporteur presents the results of the preliminary examination, the draft decision, and answers questions from the Commission members.

8. Conflict of interest

8.1. To ensure trust and integrity in the educational process, measures are provided to prevent conflicts of interest.

8.2. If any member of the Complaints Commission has a conflict of interest in relation to a complaint, such member shall be removed from participating in the consideration of that complaint.

8.3. If the suspension of a commission member affects the commission's eligibility, the commission may temporarily recruit another member from among the representatives of the same category of persons as the suspended member.

8.4. If a conflict of interest arises in the Head of the University or another authorized person responsible for making a decision based on the results of considering the complaint (including if the complaint concerns this person), such person is removed from making a decision in accordance with the current legislation of Ukraine and internal documents of the university. The decision is made by the Deputy Head of the University or another authorized person.

9. Complaint Procedure

9.1. A person who considers themselves a victim or witness of discrimination,

violence, including gender-based, sexual harassment, or other behavior that violates the principle of equal rights and opportunities has the right to apply to the Commission.

9.2. An appeal to the Commission may be made:

- in writing;
- in electronic form (by email to the Commission);
- through specially created channels, including a "trust box" or an electronic application form

9.3. The complaint must contain:

- the applicant's first and last name;
- date and time of filing the complaint;
- a description of the circumstances of the situation that contains signs of a violation;
- information about the person against whom the complaint is filed;
- available materials confirming the alleged violation;
- information about witnesses (if available).

The written complaint is signed by the applicant.

9.4. Complaints are submitted anonymously. The Commission guarantees confidentiality and takes into account the interests of the applicant and the affected person when considering the complaint.

9.5. In the event of an anonymous complaint, the Commission does not initiate a formal review procedure, but records the fact of the application in the logbook and may take such information into account when planning preventive measures.

9.6. A person has the right to contact a member of the Commission for advice on the procedure for filing a complaint or for assistance in filing a complaint.

9.7. Filing a complaint is not subject to a statute of limitations.

9.8. The subject of the appeal may be educational materials that are likely to contain discriminatory elements. Based on the results of the review, the Commission may initiate issues regarding their further use, adaptation or editing in accordance with the principles of equality and non-discrimination.

10. Applicant's rights

10.1. File a complaint about a possible violation, including discrimination based on sex/gender, sexual harassment, or other behavior that contradicts the principles of equal rights and opportunities for women and men, in a way that is convenient for you.

10.2. Provide any materials that support the alleged violation.

10.3. Involve witnesses who can provide information about the violation.

10.4. Receive clarification from the commission regarding the complaint review procedure and the possible consequences of its decisions.

10.5. Participate in commission meetings in person or remotely (remote participation avoids unwanted contact with the perpetrator and re-traumatization), when necessary to clarify additional information or participate in other processes involving the consideration of the complaint, with mandatory confidentiality.

10.6. Expect confidentiality regarding all information related to the complaint, both during the procedure and after its completion.

10.7. Receive information about the current stage of the complaint.

10.8. Provide additional information upon request by the commission during the process of considering the complaint.

10.9. Choose the procedure for resolving the violation and the form of response to the complaint.

11. Rights of the person against whom a complaint is filed

11.1. The person against whom a complaint has been filed has the right to:

– provide their own explanations regarding the circumstances described in the complaint, without disclosing information about the applicant;

– provide any materials relating to the alleged violation, along with explanations refuting its commission;

– involve witnesses who can provide information to support their position;

– receive clarifications from the commission regarding the complaint review procedure and the possible consequences of its decisions;

– participate in commission meetings, if necessary to obtain additional information, or in other processes involving the consideration of the complaint;

– receive information about the current stage of the complaint.

11.2. In case of disagreement with the decision of the commission, the applicant or the person against whom the complaint was filed may submit a rebuttal to the Head of the University within 10 days from the date of the decision.

11.3. Filing a complaint with the commission, a decision of the commission, or an order of the head of the university regarding a violation of the principles of equal rights and opportunities for women and men does not limit the right of the applicant or the person against whom the complaint is filed to apply to other authorized bodies to protect their rights.

11.4. If a complaint is received regarding materials used in the educational process and does not concern the conduct of another person, the commission will consider it taking into account the rights of the applicant as defined above.

12. General principles and responsibilities of participants in the process

12.1. The applicant, the person against whom the complaint is filed, and other participants in the complaint review process, during the review and decision-making process, are obliged to:

– strictly comply with the legislation of Ukraine;

– not to obstruct the work of the commission;

– provide only reliable materials and evidence that confirm or refute the alleged violation;

– maintain the confidentiality of the procedure.

12.2. Upon receiving a complaint, the commission members and other participants in the process must:

– respect the presumption of credibility of the complaint;

– be impartial and objective;

– avoid behavior and statements that may involve victim blaming or cause re-traumatization of the victim.

12.3. The procedure for conducting committee meetings, including determining the chairperson, quorum, and the procedure for participation of other persons, is detailed in the university's internal documents.

12.4. Each complaint received by the commission is recorded in a log and stored in an appropriate place, together with all documents and materials related to the consideration of the complaint.

13. Procedure for registration and deadlines for considering a complaint

13.1. Registration and storage of information regarding the complaint is carried out in a confidential manner. Only members of the commission have access to this information.

13.2. In the event of a breach of confidentiality by any member of the commission or other person with access to information about a complaint, such person shall be immediately removed from participation in the consideration of that complaint, and his or her participation in the commission's work on other complaints shall be subject to review.

13.3. The Commission begins considering the complaint within 10 working days of receiving it.

13.4. The review procedure includes reviewing the content of the complaint, taking necessary actions to determine whether a violation has occurred, and making a decision within 30 days of the start of the review.

13.5. If it is impossible to resolve the issues raised in the complaint within this period and there is a justified need to extend the period, the commission shall set an additional period and notify the applicant thereof. The total period for considering the complaint may not exceed 45 days.

13.6. Reasonable necessity means, in particular, the need to clarify additional circumstances that are impossible to consider in the previous period, or the presence of unforeseen circumstances that complicate the timely consideration of the complaint.

14. Forms for responding to complaints

14.1. Responding to complaints about discrimination, violence (including gender-based), sexual harassment or other violations may be carried out, depending on the circumstances of the case and the will of the complainant, in one of the following ways:

– adaptive response – internal investigation and resolution of the situation using a simplified procedure with a focus on safety, support, and changing conditions for the affected person.

– internal investigation – a formalized verification of facts with the aim of making decisions regarding liability (including disciplinary measures) and/or informing the competent authorized bodies.

14.2. Both forms should be based on the principles of trauma-informed and victim-centered approaches, respecting the confidentiality and rights of the victim and other participants in the procedure.

14.3. If the applicant chooses an adaptive response, the commission records this decision, holds an appropriate meeting with the participation of the applicant and the person against whom the complaint was filed, and records the results of the meeting in the minutes.

15. Decision-making and information

15.1. Based on the results of reviewing the complaint at the adaptive response level:

– the person against whom the complaint has been filed may apologize for what has been done;

– The commission may refer this person to appropriate training to prevent similar situations in the future.

If the specified actions do not achieve results, the commission records this in the minutes and initiates an internal investigation procedure.

15.2. The internal investigation is conducted in accordance with the labor legislation of Ukraine and the University's internal regulations which includes:

– receiving and reviewing materials from the applicant and the person against whom the complaint is filed;

– hearing the parties' explanations;

– hearing testimony relating to the situation described;

– if necessary, involving legal professionals, social workers or other experts to achieve the objectives of the investigation;

– making a decision on the presence or absence of a violation and recommendations for disciplinary measures;

– if necessary, informing the Head of the University or an authorized person about a possible administrative or criminal offense with prior notification of the applicant and the affected person;

- if necessary, a recommendation for the temporary suspension of the person against whom the complaint was filed, or limitation of his contacts with the applicant or the injured party.

15.3. If a violation is detected:

– the decision is recorded in the minutes;

– the commission recommends to the head of the university to apply disciplinary sanctions proportional to the offense committed;

– explanatory work is carried out with the person against whom the complaint was filed to prevent similar situations;

– if necessary, advanced training or training is recommended.

15.4. If the Commission does not find a violation, such a decision is recorded in the internal investigation protocol and registered according to the procedures and brought to the attention of the participants in the process.

15.5. If the applicant at any stage of the complaint consideration wishes to withdraw it, the Commission must record such a desire of the applicant and clarify the reasons for such a decision, and inform the applicant of the consequences of the decision made.

15.6. In the event of a complaint being considered regarding materials used within the educational process, which the applicant considers being a possible violation and does not concern the complaint regarding the conduct of another person, the Commission:

– receives and investigates materials regarding the alleged violation from the applicant;

– if necessary, involves specialized specialists to determine the presence or absence of a violation;

– makes a decision on the detection or absence of a violation;

– in the event of a violation, recommends that the head of the higher education institution resolve the issue of restricting their further use, adaptation, or response.

Coordinationcontentdocument

No. salary	Position	Nameandname	Date	Signature
1	First Pro-Rector	Nataliia PEDCHENKO		
2	Director Educational and scientific instituteensuring the quality of higher education	Olena HASII		
3	Vice-Rector for Scientific and Pedagogical Work	Oleksandr MANZHURA		
4	Vice-Rector for International Relations	Serhii HARKUSHA		
5	Director of the Educational and Scientific Institute of Full-time Education	Alina TKACHENKO		
6	Director of the Educational and Scientific Center for Training Highly Qualified Personnel	Tatiana HUDZ		
7	Director of the Educational and Scientific Institute of Correspondence and Distance Learning	Vitalina SHYMANOVSKA		
8	Head of the Student Council of PUET	Marina DVIRNYK		
9	Legal Expert	Olexander VODIANYK		