



University : Uzbekistan State World Languages University (UzSWLU)
Country : Uzbekistan
Web Address : <https://www.uzswlu.uz/en>

7.19 Whistleblowing and Complaint System of the University

Uzbekistan State World Languages University (UzSWLU) maintains an institutional **Whistleblowing and Complaint Management System** that enables students, academic staff, administrative personnel, and external stakeholders to report concerns, submit complaints, and provide feedback through secure and accessible communication channels.

The system is implemented in accordance with the **Law of the Republic of Uzbekistan “On Appeals of Individuals and Legal Entities” (No. ZRU-378)**, the **Law “On Combating Corruption” (No. ZRU-419)**, and the University's internal regulations on ethics, transparency, and good governance.

Institutional coordination is provided through the **Compliance and Anti-Corruption Unit**, in cooperation with the **Academic Affairs Office**, the **Human Resources Department**, the **Student Affairs Office**, and other relevant administrative units depending on the nature of each complaint.

Whistleblowing and Complaint System

Component	Institutional Implementation
Complaint Submission	Available to students, staff, and external stakeholders through official university channels.
Multiple Reporting Channels	Online portal, official email, telephone hotline, written submissions, and designated complaint boxes located on campus.
Confidentiality	Complaints are handled confidentially in accordance with institutional regulations and national legislation.
Anonymous Reporting	Anonymous submissions are accepted for whistleblowing and integrity-related concerns where permitted by institutional procedures.
Complaint Categories	Academic matters, administrative services, ethics, staff relations, student welfare, sustainability, and institutional governance.
Review Process	Complaints are reviewed by the responsible university unit and referred to relevant committees or administrative offices when necessary.
Corrective Action	Outcomes are used to improve institutional procedures, service quality, campus management, and governance practices.



Description

The University's Whistleblowing and Complaint Management System forms an important part of its institutional governance framework by promoting transparency, accountability, ethical behaviour, and continuous quality improvement.

Students, employees, and external stakeholders may submit concerns relating to academic services, administrative procedures, ethics, campus operations, sustainability initiatives, and institutional management through several official communication channels.

Complaints are reviewed by the responsible administrative units according to established institutional procedures. Where appropriate, corrective actions are implemented and institutional processes are revised to improve service delivery, strengthen governance, and enhance stakeholder satisfaction.

Feedback received through the complaint system also contributes to continuous improvement of sustainability programmes, campus management, student services, and institutional planning. The system therefore functions not only as a governance mechanism but also as an important source of information for evidence-based institutional development.

Institutional Features

Feature	Status
Official Complaint Management System	✓ Implemented
Whistleblowing Mechanism	✓ Implemented
Multiple Reporting Channels	✓ Available
Confidential Complaint Handling	✓ Implemented
Anonymous Reporting Option	✓ Available
Complaint Review Procedures	✓ Implemented
Corrective Action Process	✓ Implemented
Continuous Service Improvement	✓ Integrated

Institutional Impact

The University's complaint management framework contributes to:

- strengthening transparency and institutional accountability;
- improving academic and administrative service quality;
- encouraging ethical behaviour and responsible governance;
- supporting timely identification of institutional risks;
- improving stakeholder engagement and trust;
- strengthening continuous improvement of sustainability programmes and campus management.



Contribution to the Sustainable Development Goals (SDGs)

The Whistleblowing and Complaint Management System contributes directly to:

- **SDG 4 – Quality Education**
- **SDG 10 – Reduced Inequalities**
- **SDG 11 – Sustainable Cities and Communities**
- **SDG 16 – Peace, Justice and Strong Institutions**
- **SDG 17 – Partnerships for the Goals**