

## 德育學校財團法人德育護理健康學院國際學生招生紛爭及申訴處理要點

民國 112 年 10 月 24 日 112 學年第 1 學期第 1 次招生委員會會議通過

- 一、德育護理健康學院招生委員會(以下簡稱本會)為保障國際學生就學權益及處理招生紛爭，特訂定「德育護理健康學院國際招生紛爭及申訴處理要點」(以下簡稱本要點)。
- 二、本會為處理招生相關紛爭事件，成立招生紛爭處理小組，以校長為主任委員，教務長為總幹事，並由主任委員於本會委員中遴選四人組成之，必要時得邀請校外公正人士或法律顧問等出席會議。
- 三、申請者對於招生程序，認為違法或不當並損及申請者個人權益，應由當事人以書面具名及檢具證明文件，向本會提出申訴(其他方式均不受理)，以資救濟。
- 四、本會之評議程序以不公開為原則，但得通知申訴申請者到會說明；申訴申請者之資料、本會之表決及委員個別意見，應予以保密。
- 五、申請者應於事件發生日起 10 日內，以書面向本會提出，逾期不予受理。
- 六、紛爭案件處理程序，依下列規定辦理：
  - (一)糾紛案件需填妥申請書，載明申請者姓名、通訊處、聯絡電話、申訴之事實及期望建議，並檢附有關之文件及證明，以電子郵件或掛號郵寄方式向本會招生紛爭處理小組提出異議。
  - (二)紛爭案件經本會收件後轉由招生紛爭處理小組處理，應於一個月內處理完畢，將查處結果(包括主文、事實、理由等)以書面陳請校長核定後，以書面函覆申訴人及告知行政救濟程序，副知招生委員會；必要時，得提請本會議決，依會議決議處置。不受理之申訴案件亦應作成決議書(包括主文與理由)。
  - (三)申訴申請者於本會未作成評議決定書前，得以書面撤回申訴案，一經撤回後不得再就同一案件提出申訴。
  - (四)紛爭案件經本會評議決定書作成行政程序後，應依照決議內容實施。
- 七、本要點經招生委員會會議通過，陳請校長核定後公布實施，修正時亦同。

# 德育學校財團法人德育護理健康學院國際學生招生紛爭及申訴處理要點

## Guidelines for Handling International Admissions Disputes and Complaints

民國 112 年 10 月 24 日 112 學年第 1 學期第 1 次招生委員會會議通過

Passed in the 1st Admissions Committee Meeting of the 1st Semester of the 112th Academic Year on October 24, 2023

一、德育護理健康學院招生委員會(以下簡稱本會)為保障國際學生就學權益及處理招生紛爭，特訂定「德育護理健康學院國際招生紛爭及申訴處理要點」(以下簡稱本要點)。

1. The Admissions Committee of the Deh Yu College of Nursing and Health (hereinafter referred to as "the Committee") has established the "Guidelines for Handling International Admissions Disputes and Complaints" (hereinafter referred to as "the Guidelines") to protect the rights of international students and address admissions disputes.

二、本會為處理招生相關紛爭事件，成立招生紛爭處理小組，以校長為主任委員，教務長為總幹事，並由主任委員於本會委員中遴選四人組成之，必要時得邀請校外公正人士或法律顧問等出席會議。

2. To address admissions-related disputes, the Committee has established an Admissions Dispute Resolution Group, chaired by the college president, with the academic dean serving as the secretary general. The chairperson will select four members from the Committee, and external impartial individuals or legal advisors may be invited to attend meetings if necessary.

三、申請者對於招生程序，認為違法或不當並損及申請者個人權益，應由當事人以書面具名及檢具證明文件，向本會提出申訴(其他方式均不受理)，以資救濟。

3. If an applicant believes that the admissions process is illegal or improper and harms their personal rights, they should submit a written complaint to the Committee, signed and accompanied by supporting documents (other forms will not be accepted) for relief.

四、本會之評議程序以不公開為原則，但得通知申訴申請者到會說明；申訴申請者之資料、本會之表決及委員個別意見，應予以保密。

4. The Committee's deliberation process is generally confidential; however, the complainant may be invited to provide explanations at the meeting. The complainant's information, the Committee's votes, and individual opinions of the members shall be kept confidential.

五、申請者應於事件發生日起 10 日內，以書面向本會提出，逾期不予受理。

5. Applicants must submit their complaints in written form to the Committee within 10 days from the date of the incident; late submissions will not be accepted.

六、紛爭案件處理程序，依下列規定辦理：

6. The procedure for handling dispute cases shall be conducted according to the following regulations:

(一)糾紛案件需填妥申請書，載明申請者姓名、通訊處、聯絡電話、申訴之事實及期望建議，並檢附有關之文件及證明，以電子郵件或掛號郵寄方式向本會招生紛爭處理小組提出異議。

(1) Dispute cases must be submitted with a completed application form that includes the applicant's name, address, contact number, facts of the complaint, and desired suggestions,

along with relevant documents and evidence, submitted via email or registered mail to the Committee's Admissions Dispute Resolution Group.

(二)紛爭案件經本會收件後轉由招生紛爭處理小組處理，應於一個月內處理完畢，將查處結果(包括主文、事實、理由等)以書面陳請校長核定後，以書面函覆申訴人及告知行政救濟程序，副知招生委員會；必要時，得提請本會議決，依會議決議處置。不受理之申訴案件亦應作成決議書(包括主文與理由)。

(2) Upon receipt, the dispute case will be processed by the Admissions Dispute Resolution Group and completed within one month. The findings (including conclusions, facts, reasons, etc.) will be submitted in written form for the president's approval, after which a written response will be sent to the complainant along with information on administrative relief procedures, and the Admissions Committee will be informed. If necessary, the issue may be submitted for the Committee's decision, and resolutions will be made accordingly. Cases not accepted for complaints will also be documented in a resolution (including conclusions and reasons).

(三)申訴申請者於本會未作成評議決定書前，得以書面撤回申訴案，一經撤回後不得再就同一案件提出申訴。

(3) Before the Committee issues a decision document, the complainant may withdraw their complaint in writing. Once withdrawn, the same case cannot be resubmitted for complaint.

(四)紛爭案件經本會評議決定書作成行政程序後，應依照決議內容實施。

(4) Once the decision document for the dispute case is completed through administrative procedures by the Committee, it shall be implemented according to the resolution.

七、本要點經招生委員會議通過，陳請校長核定後公布實施，修正時亦同。

7. These Guidelines shall be approved by the Admissions Committee and submitted for the president's approval before being published and implemented. Amendments shall follow the same procedure.