

建國科技大學學生申訴制度實施辦法

CTU Student Grievance and Arbitration Regulations

民國83年8月30日初訂
民國89年8月24日第一次校務會議修訂通過
民國90年11月7日第二次校務會議修訂通過
民國90年12月28日第三次校務會議修訂通過
民國95年6月14日第四次校務會議修訂通過
遵照民國95年6月28日教育部台訓(二)字第0950093463號函修訂通過
遵照民國95年7月14日教育部台訓(二)字第0950104192號函修正後同意核定
遵照民國100年6月8日教育部臺訓(一)字第1000068208C號令修訂通過
民國105年6月29日校務會議修訂通過
民國107年9月19日校務會議修訂通過
民國108年11月20日校務會議修訂通過

CTU Student Appeals System Protocol

Written on Aug. 30th, 1994

Amended at 1st CTU University Meeting on Aug. 24th, 2000

Amended at 2nd CTU University Meeting on Nov. 7th, 2001

Amended at 3rd CTU University Meeting on Dec. 28th, 2001

Amended at 4th CTU University Meeting on June 14th, 2006

Amended on June 28th, 2006 by MOE Tai-Train (2)095009346

Amended and agreed on July 14th, 2006 by MOE Tai-Train (2)0950104192

Amended and agreed on June 8th, 2001 by MOE Tai-Train (1) 1000068208C

Amended at CTU University Meeting on June 29th, 2016

Amended at CTU University Meeting on Sep. 19th, 2018

Amended at CTU University Meeting on o. o, 2019

第一條 本校為建立學生溝通管道，以保障學生學習、生活與受教權益，增進校園和諧，特依「大學法」第三十三條第四項、教育部函頒「大學及專科學生申訴處理原則」、「特殊教育學生申訴服務辦法」及本校「組織規程」第二十七條第六項相關規定，訂定「建國科技大學學生申訴制度實施辦法」(以下簡稱本辦法)，並設置學生申訴評議委員會(以下簡稱學生申評會)。

Article 1 CTU has established channels of communication in order to assure students' learning, life and their right to education. Based on Paragraph 4, Article 33, of the University Act, MOE Guidelines Regarding the University and College Student Grievance Process, the Special Education Act, Special Education Students Ombudsman Service Approach and Paragraph 6, Article 27 of the CTU Organizational Regulations, CTU established Student Grievance and Arbitration Regulations (hereinafter referred to as the Regulations), and the Student Appeals Review Committee (hereinafter referred to as student appeals committee).

第二條 學生或學生會及其他相關學生自治組織對於學校之懲處、其他措施或決議，認為違法或不當致損害其權利或利益者，得依本辦法提起申訴。

Article 2 Students, student associations and relevant student autonomy organizations believe that the

disciplinary sanctions, other measures or resolutions are illegal or inappropriate, causing damage to its right or interest, can apply for the complaint according to the Regulations.

前項所稱學生，指學校對其為懲處、其他措施或決議時，具有學籍者。

Students referred to in the previous Paragraph means a student registered with the University when the disciplinary sanctions, other measures or resolutions are imposed.

第三條 學生申評會依下列規定組織：

Article 3 The Complaint Review Committee is composed as follows:

一、學生申評會置委員十一至十九人，任期一年，並得連任，陳請校長核准後聘任之。教師代表由各院、通識教育中心各推派二人；其中未兼行政職務之教師不得少於委員總數二分之一；學生代表中應含學生會代表及各學制學生。

(1) Student Appeals Committee consists of 11-19 members of the faculty for a term of one academic year, and they may be reappointed by the CTU President. Each College and General Education Center recommend two faculty representatives respectively. At least half of the members shall be teachers with no administrative responsibilities. Student representatives should come from the Students Union and all of the University systems.

二、學生申評會置主席一人，由委員互選之，並主持會議進行。主席未產生前，得由校長先指定一人擔任召集人。

(2) The chairman who hosts the meeting shall be elected from among the members. If the chairman was not being elected, the president can assign one of them to be a convener first.

三、學生申評會置執行秘書一人，由學生事務長指定專人擔任，支援相關行政作業。

(3) There should be an Executive Secretary in the Student Appeals Committee, appointed by the Dean of Student Affairs to support relevant administrative assignments.

四、學生申評會成員任一性別委員應占委員總數三分之一以上；且教師代表中應有法律、教育、心理專長之教師，若校內無適當人選，應增聘校外相關學者專家擔任委員。

(4) Members of either gender shall account for at least one third of total. Also, scholars and experts in law, education and psychology must be included. Experts in relevant areas may be recruited from outside of University to serve as advisory committee members where necessary.

五、已擔任學生事務委員會之委員或負責學生獎懲調查與決定之人員，不得擔任學生申評會委員，但應推派代表列席說明學生事務委員會決議之理由。

(5) Neither any member of the Student Affairs Committee, student reward and discipline committee or any person that determines or investigates student reward or discipline shall serve as a member of the Complaint Review Committee. However, the Student Appeals Committee should select one member to attend the meeting for the resolution of an appeal

to the Student Affairs Committee.

六、如遇特殊教育學生申訴案件，應增聘至少二人與特殊教育需求情況相關之特殊教育學者專家、特殊教育家長團體代表或其他特殊教育專業人員擔任委員，其任期不受第一款之限制。

(6) When a case involves special education students, the Committee must recruit at least 2 members from special education scholars and experts, special education parents, or other special education professionals. Their term of service is not subject to the Subparagraph 1.

七、如遇境外生申訴案件，得於個案會期內推選增加具境外生學生輔導經驗或具人事相關法規專業之校內外臨時委員。

(7) When a case involves international students, the Committee can recruit scholars and experts who have the experience or other related professionals as the contingent members in the procedure.

外聘委員出席會議，得依本校相關規定酌支出席費及交通費。

Members recruited from outside of the school can receive attendance fee and transportation fee when attending a meeting in accordance with the relevant provisions of the University.

申訴人於案件開始評議前，得舉陳原因及具體事實申請對該案有利害關係之委員迴避，並由學生申評會決議之；委員對申訴案件自認有利害關係時，應自請迴避，有應迴避而未迴避，且未經申訴人申請迴避者，應由學生申評會依職權命其迴避。迴避之委員不計入出席委員人數。

The complainant can ask the committee member not being in the meeting for the purpose of conflicts of interest according to the actual reasons. Any member of the Student Appeals Committee who has a private interest in the complaint case shall be recused from participating in the review. The Student Appeals Committees also have the right to ask the member not to be in the meeting. Also, they are not counted in attendance.

學生申評會開會應有委員三分之二（含）以上出席，除評議決定書之決議以出席委員三分之二（含）以上之同意為通過外，其餘事項之決議，以出席委員過半數同意為通過。

Approvals by the Student Appeals Committee shall be agreed upon by at least 2/3 of the members present. In addition, the written resolutions of the council decision should receive approval of two-thirds of the members who are present. For the approval of other items, at least one-half of the total members must approve.

特教學生申評會應有全體委員三分之二以上出席，始得開會；並應有依第一項第六款增聘之委員出席，始得開會。特教學生申評會應有出席委員三分之二以上同意始得決議。

A meeting of the Special Education Committee shall not commence without a quorum of two-thirds of its members. Also, the committee members should include the experts from Subparagraph 6, Paragraph 1. A resolution shall not be reached without the consent of

two-thirds of the members in attendance.

第四條 學生申評會評議，應兼顧學校與學生之尊嚴、校園倫理與校園民主，公平裁量、獨立審議。申訴事項涉及、學業評量或懲處方式之選擇，應尊重教師及學校本於專業及對事實真象之熟知所為之決定，僅於其判斷或裁量違法或顯然不當時，得予撤銷或變更。

Article 4 The Student Appeals Committee should concern about the University and the students' honor, campus ethics, and campus democracy; the Student Appeals Committee should conduct the meeting with justice and independence. If the Grievance is related to academic assessment or the option of the disciplinary sanctions, the complainant should respect the decisions made by teachers and school. The decisions or resolutions of the original organization may be withdrawn or changed only when they are considered illegal or inappropriate.

申訴案件之評議以不公開為原則，但得通知申訴人、原單位之代表及關係人到場說明或陳述意見，並提出書面說明文件。

申訴人之資料、學生申評會之評議及委員個別意見等，全體出席委員及列席人員應予保不得外洩。

Review of complaint cases shall be private in principle. In reviewing a complaint case, the Complainant, the original organization's representative and related persons may be invited to give statements or opinions in person and submit written documentation.

Private information of the complainant, as well as voting decisions and the Evaluation Committee members' opinions should be confidential.

第五條 學生或學生會及其他相關學生自治組織對於學校之懲處、其他措施或決議，如有不服，應於收到或接受相關懲處、措施或決議次日起二十日內，以書面提列具體事實並檢附相關資料，向學生申評會提出申訴，逾期不予受理。

Article 5 If the student, student council, or other relevant student autonomous organizations are not satisfied with the punishments, other measures or resolutions of school, they shall submit their appeals in written form attached with relevant evidence to the Appeal and Review Committee within twenty days after receiving the notification of punishments, measures, or resolutions. The appeal case is not accepted after the deadline.

申訴人因天災或其他不應歸責於己之事由，致遲誤前項申訴期間者，於其原因消滅後十日內，得以書面敘明理由向學生申評會申請受理評議。但遲誤申訴期間已逾一年者，不予受理。

If the complainant misses the complaint deadline due to natural disaster or other matter that is not attributable to him / her, the complainant may submit the reasons in written form to the Appeal and Review Committee within 10 days from the disappearance of the reason for delay and files an application to request review. However, no request will be accepted if the complaint deadline has expired for more than one year.

特殊教育學生或其監護人、法定代理人逾期提起申訴，不予受理。如因不可抗力或不可歸

責於己之事由，並提出具體證明者，不在此限。

If the special education student, his guardian or legal representative filed an appeal after the deadline, the request is unacceptable for review. However, any delay arising from natural disaster or other matter that is not attributable to the complainant, and the relevant evidence is also given to prove the reasons. Under this circumstance, the appeal case can be accepted.

申訴人就同一案件向學生申評會提出申訴者，以一次為限。

The complaint filed to the Appeal and Review Committee is limited to one time only for the same case.

第六條 學生申評會接獲學生或學生會及其他相關學生自治組織申訴書之次日起三十日內，完成評議，必要時，得予延長，並通知申訴人。延長以一次為限，最長不得逾二個月。但涉及退學、開除學籍或類此處分之申訴案，不得延長。

Article 6 The Appeal and Review Committee shall complete the review within 30 days from the day following the date on which the application form is received. The period may be extended as necessary and the complainant shall be informed. There shall be no more than one extension and the extension shall not exceed the maximum of two months. However, if the complaint case involves suspension, expulsion or similar sanction, no extension shall be allowed.

特殊教育學生申訴之評議，應於評議決定之次日起二十日內，作成評議決定書。

The document of review resolution for special education students shall be made within 20 days after the date of review decision.

學生申評會認為申訴書不合規定，而其情形可補正者，應通知申訴人於七日內補正。其補正期間應自評議期間內扣除。

If the Appeal and Review Committee determines that the complaint form is not consistent with the rules, and if remedy is possible, the complainant shall be notified to make remedy within seven days. The remedy period shall be deducted from the review one.

申訴案有調查或實地瞭解之必要時，得經學生申評會決議，推派委員三至五人成立「調查小組」為之。

If there is a need for investigation or on-the-spot understanding of the appeal, it is up to the Appeal and Review Committee to set up an investigation team consisting of three to five members.

學生申評會審議期間，得建議原處分單位對申訴人原處分暫緩執行。

During the period of reviewing the appeal, it is recommended that the original organization that imposed punishments may suspend sanctions for the complainant.

申訴提起後，於申訴評議決定書送達前，申訴人得以書面撤回申訴。申訴人經通知後，除有具體重大事由並經學生申評會認定，未於通知評議日出席者，視為撤回申訴。

After the appeal is filed, the complainant can withdraw the case in written form before the appeal decision is made. Unless a specific major cause granted by the Appeal and Review Committee, the application is considered to withdraw if the complainant is absent on the date of conducting appeal review after being notified.

第七條 申訴提起後，申訴學生就申訴事件或其牽連之事項，提出訴願或訴訟者，應即以書面通知學校，由學校轉知學生申評會。

Article 7 After an appeal being filed, if the complainant files a petition or litigation for the same case or related issues, the University should be informed in writing and pass on the notification to the Committee.

學生申評會依前項通知或依職權知前項情事時，應停止評議，並通知申訴人；於停止原因消滅後，經申訴人書面請求，應繼續評議，並以書面通知申訴人。申訴案件全部或一部分之評議決定，以訴願或訴訟之法律關係是否成立為據者，學生申評會於訴願或訴訟程序終結前，應停止評議，並以書面通知申訴人；於停止原因消滅後，應繼續評議，並以書面通知申訴人。

If the Appeal and Review Committee learns about the situation under the previous Paragraph due to the notice or its authority, the review should be suspended and the complainant should be notified. After the reason for suspension disappears, the review shall continue based on written request by the complainant. Meanwhile, the complainant shall be notified in written form. All or part of the review decision by the Appeal and Review Committee depends on whether the legal relationship is sustained under the petition or lawsuit. The Appeal and Review Committee shall suspend the review before the end of the petition or lawsuit procedure and inform the complainant in written form. After the reason for suspension disappears, the review shall continue and the complainant shall be notified in written form.

學生遭受退學、開除學籍或類此處分之申訴案件，不適用前二項規定。

The previous two Paragraphs shall not be applicable to any complaint case of suspension, expulsion or similar sanction.

第八條 學生遭受退學、開除學籍或類此處分之申訴案件，學生於評議決定確定前，學校得依職權或依學生書面之申請，使學生繼續在學校肄業。學校接到前述學生提出之申請後，應徵詢學生申評會之意見，並衡酌該生生活、學習狀況，於七日內以書面回覆，並載明學籍相關之權利與義務。

Article 8 With regard to any complaint case related to suspension, expulsion or similar sanction, before the review decision is confirmed, the University may allow the student to continue registration based on the School's authority or in accordance with the student's written application. If the University receives a student application referred to in the previous paragraph, it shall seek opinions from the division processing the complaint case and shall assess the living and learning status of the student. A written reply shall be provided within seven days, specifying the rights and obligations related to student registration.

依前項申訴經學校同意在校肄業之學生，學校除不得授給畢業證書外，其他修課、成績考

核、獎懲得比照在校生處理。

Any student who remains the registered status in accordance with the previous Paragraph shall not receive a certificate of graduation from the School. Other rules for taking classes, scoring, reward and discipline shall be treated the same as normal students registered in school.

第九條 評議決定書應包括主文、事實、理由等內容。不受理之申訴案件亦應作成評議決定書，其內容得不記載事實。

Article 9 The review decision shall include the main contexts, facts and reasons of the complaint. For any unacceptable case, a review decision can be made without specifying the facts.

申訴案件與境外生有關，評議決定書得以英語或中英雙語方式書寫。

When the appeal case is related to international students, the documents of review resolution should be written in either English or English/Chinese.

前項評議決定書並應依第十二條規定，記載不服申訴評議決定之救濟方法。

The documents of review resolution, based on Article 12, shall specify the methods of seeking assistance arising from unacceptable review decision.

第十條 申訴評議決定書依學生申評會之組織及隸屬，經校長核定後，送達申訴人。

Article 10 The document of review decision shall be delivered to the complainant following the president's approval based on the organization and affiliation of the Appeal and Review Committee.

申訴評議決定書陳校長核定時，應知會原為懲處、措施或決議之單位。原為懲處、措施或決議之單位認有牴觸法令、本校校務會議通過之相關規定或窒礙難行者，應於十日內，以書面敘明具體事實及理由，陳報校長，並副知學生申評會；校長認為有理由者，得移請學生申評會再議，並以一次為限。

After the president approves the review decision, it shall inform the division that imposed the original sanction, measure or resolution. If the division that imposed the original sanction, measure or resolution believes that the decision is in violation of law, relevant rules passed in the University affair meeting or cannot be implemented; it shall submit the substantial facts and reasons in writing to the president and inform the Appeal and Review Committee within 10 days. If the president thinks that the objection sustains, the case may be moved back to the Appeal and Review Committee for second review and for once only.

申訴評議決定經核定後，學校應依評議決定執行。

After the review decision is approved, the University shall execute in accordance with the review decision.

第十一條 學生遭受退學、開除學籍或類此處分之申訴案件，經評議確定維持原處分者，並依下列規定辦理：

Article 11 For any appeal case regarding suspension, expulsion or similar sanction, if the review decision is made to maintain the original sanction, the following provisions shall be carried out:

一、修業證明書所載修業截止日期，以原處分日期為準。

(1) The study end date specified on the certificate of study shall be the date in accordance with the original sanction.

二、申訴期間所修習科目學分，得發給學分證明書。

(2) Certificates of study may be issued for credits received from courses taken during the period of processing appeals.

三、役男「離校學生緩徵原因消滅名冊」，於申訴結果確定後三十日內冊報。

(3) In relation to the “List of Departing Students Previously Suspended from Military Draft” for male students with military duties, reporting shall be made within 30 days from confirmation of the complaint result.

四、退費基準依專科以上學校向學生收取費用辦法第八條及專科以上學校學雜費收取辦法第十五條規定辦理。

(4) Fee reimbursement standards shall be in accordance with Article 8 of the Rules for Fees Charged by Professional Colleges or Above from Students and Article 15 of the Rules for Tuition and Miscellaneous Fees Charged by Professional Colleges or Above from Students.

第十二條 申訴人就學校所為之行政處分，經向學校提出申訴而不服其決定，得自申訴評議決定書送達次日起三十日內，繕具訴願書，檢附學校申訴評議決定書，經學校向教育部提起訴願。

Article 12 If the complainant files a complaint with the University with regard to an administrative sanction imposed by the University and objects to the decision, a petition may be filed with the University within 30 days from the day following the date on which the review decision is delivered, attaching with the review decision of the University, for the petition to be further forwarded by the University to the Ministry of Education.

學校收到前項訴願書，應儘速附具答辯書，將必要之關係文件，函報送交教育部。

As soon as the University receives the petition of the preceding Paragraph, a motion of defense attached with relevant information shall be delivered to the Ministry of Education.

申訴人就學校所為之行政處分，未經學校申訴程序救濟，逕向教育部提起訴願者，教育部依規定仍將該案件移由學校依學生申訴程序處理。

If the complainant objects to the administrative sanction and files a complaint to the Ministry of Education without submitting any appeal application to the University, the MOE will send the case back to the University for the complainant to follow the appeal procedures.

申訴人就學校所為行政處分以外之懲處、其他措施或決議，經向學生申評會提起申訴而不服其決定，得按其性質依法提起行政訴訟，請求救濟。

If the complainant files a complaint with regard to any punishment other than administrative sanction, measure or resolution by the University, and objects to the decision, a lawsuit may be filed in accordance with the nature of the matter to seek for assistance.

第十三條 依訴願決定或行政訴訟判決撤銷學校原退學、開除學籍或類此處分者，其因特殊事故無法及時復學時，學校應輔導其復學；對已入營無法復學之役男，學校應保留其學籍，俟其退伍後，輔導優先復學，復學前之離校期間並得補辦休學。

Article 13 For any decision of the petition or ruling of the administrative lawsuit determining to waive the School's original suspension, expulsion or similar sanction, if the student cannot immediately return to University due to specific reasons, the University shall assist the student to return to school. For any student who is already joined military service and cannot return to school, the University shall reserve the student registration status. After the student returns from military service, assistance shall be provided for the student to return to University in priority. The period of absence from the University before returning to University may be treated as suspension and the compensation for the suspension may be made.

依訴願決定或行政訴訟判決另為處分並同意學生復學者，應依學校規定完成撤銷退學程序。

With regard to any student getting the approval of returning to University based on the decision made by petition or administrative judgment for sanctions, the application for waving the expulsion should be completed in accordance with University regulation.

第十四條 本辦法屬學生權益救濟性質，應以學生個人權益受損為前提，故應將本辦法載入學生手冊、列入重大集會或學校網頁，並廣為宣導，使學生了解申訴制度之意義及功能。

Article 14 This policy is for the interests of students' assistance, and should seek to limit damage to the interests of individual students. The student complaint mechanism shall be included in the Student Handbook, rally, or University website and should be widely promoted so that the students may understand the functions of the complaint mechanism.

學生因校園性侵害或性騷擾事件提請申訴，其屬性別平等教育法第二十八條第二項申請調查之性質者，依性別平等教育法相關規定處理。

If the student files an appeal due to campus sexual assault, sexual harassment or sexual bullying incident, falling under the domain of investigation application under Paragraph 2, Article 28 of the Gender Equality Education Act, the relevant provisions of the Gender Equality Education Act shall be applicable.

學生有關學習成績考評之申訴，應先循系（組、室）、院（中心）、教務處之程序辦理後，如有不服，再提申訴評議。

With regard to the appeal related to students' academic performance, it shall be processed in accordance with the procedures of the department (division, room), college (center), and Office

of Academic Affairs. In case the results are unable to satisfy students' needs, further appeals can be filed for review.

為暢通學生意見，學生陳情、建議、檢舉及其他方式所表示之意見，不適用本辦法之規定，由本校相關單位另行規範處理或輔導。

For students' opinions to be well delivered, the opinions expressed by students' requests, suggestions, accusations or some other ways that are not applicable to the provisions should be processed or advised by relevant units of the University.

第十五條 本辦法倘有未盡事宜，依教育部「大學及專科學校學生申訴案處理原則」及「特殊教育學生申訴服務辦法」相關規定條文辦理。

Article 15 Any unsettled affairs shall be processed in accordance with the relevant provisions according to "Guidelines Regarding the University and College Student Grievance Process" and "Special Education Student Ombudsman Service Approach" promulgated by the Ministry of Education.

第十六條 本辦法經校務會議通過，並報請教育部核定後，陳請校長公布實施，修正時亦同。

Article 16 The Regulations shall be promulgated and enacted after approved by the Meeting of University Affairs, and reported to the Ministry of Education for acknowledgement and announced by the president. The same shall be applicable to any amendment hereof.