

Student Complaint Policy



**State Islamic University Walisongo
Ministry of Religious Affairs of the Republic of
Indonesia
2025**



**MINISTRY OF RELIGIOUS AFFAIRS OF THE REPUBLIC OF
INDONESIA**

STATE ISLAMIC UNIVERSITY WALISONGO SEMARANG

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DECISION
RECTOR OF STATE ISLAMIC UNIVERSITY WALISONGO SEMARANG
NUMBER 79 OF 2022
REGARDING
GUIDELINES FOR SUGGESTIONS AND COMPLAINTS FROM LECTURERS AND
STUDENTS
IN THE NAME OF ALLAH, THE MOST GRACIOUS, THE MOST MERCIFUL
BY THE GRACE OF ALMIGHTY GOD
RECTOR OF STATE ISLAMIC UNIVERSITY WALISONGO SEMARANG,

- Considering:
- that every public service provider is required to formulate, establish, and implement public service standards for each type of service, taking into account the needs of the community and environmental conditions;
 - that in order to improve the quality and ensure the provision of public services for students at State Islamic University Walisongo Semarang in accordance with the general principles of good governance for every community, input and suggestions from the entire academic community are required, as well as the need for a means of submitting complaints in educational services;
 - that in accordance with Islamic values regarding justice, transparency, and accountability as embodied in the principle of amar ma'ruf nahi munkar, it is necessary to provide an effective mechanism to accommodate the aspirations and complaints of the academic community;
 - that based on the considerations referred to in points a, b, and c, it is necessary to establish a Rector's Decree on Guidelines for Suggestions and Complaints from Lecturers and Students within State Islamic University Walisongo Semarang;
- Taking note of :
- Law Number 20 of 2003 concerning the National Education System (State Gazette of the Republic of Indonesia of 2003 Number 78, Supplement to the State Gazette of the Republic of Indonesia Number 4301);
 - Law Number 14 of 2008 concerning Public Information Transparency (State Gazette of the Republic of Indonesia of 2008 Number 61, Supplement to the State Gazette of the Republic of Indonesia Number 4846);
 - Law Number 25 of 2009 concerning Public Services (State Gazette of the Republic of Indonesia of 2009 Number 112, Supplement to the State Gazette

- of the Republic of Indonesia Number 5038);
4. Law Number 12 of 2012 concerning Higher Education (State Gazette of the Republic of Indonesia of 2012 Number 158, Supplement to State Gazette of the Republic of Indonesia Number 5336);
 5. Government Regulation Number 4 of 2014 concerning the Implementation of Higher Education and Management of Higher Education Institutions (State Gazette of the Republic of Indonesia of 2014 Number 16, Supplement to the State Gazette of the Republic of Indonesia Number 5500);
 6. Government Regulation Number 4 of 2022 concerning Amendments to Government Regulation Number 57 of 2021 concerning National Education Standards (State Gazette of the Republic of Indonesia of 2022 Number 14, Supplement to the State Gazette of the Republic of Indonesia Number 6762);
 7. Presidential Regulation Number 8 of 2012 concerning the Indonesian National Qualifications Framework (State Gazette of the Republic of Indonesia of 2012 Number 24);
 8. Regulation of the Minister of Education and Culture of the Republic of Indonesia Number 73 of 2013 concerning the Implementation of the Indonesian National Qualifications Framework in Higher Education (State Gazette of the Republic of Indonesia of 2013 Number 831);
 9. Regulation of the Minister of Research, Technology, and Higher Education of the Republic of Indonesia Number 44 of 2015 concerning National Standards for Higher Education (State Gazette of the Republic of Indonesia of 2015 Number 1952);
 10. Regulation of the Minister of Education and Culture Number 3 of 2020 concerning National Standards for Higher Education (State Gazette of the Republic of Indonesia of 2020 Number 47);
 11. Ministry of Education and Culture Regulation Number 5 of 2020 concerning Accreditation of Study Programmes and Higher Education Institutions (State Gazette of the Republic of Indonesia of 2020 Number 49);
 12. Regulation of the Minister of Religious Affairs of the Republic of Indonesia Number 14 of 2021 concerning the Statute of State Islamic University Walisongo Semarang;
 13. Regulation of the Minister of Education, Culture, Research, and Technology Number 53 of 2023 concerning Quality Assurance in Higher Education (State Gazette of the Republic of Indonesia of 2023 Number 638);
 14. Decree of the Minister of Religious Affairs of the Republic of Indonesia Number 589 of 2023 concerning the Appointment of the Rector of State Islamic University Walisongo Semarang for the 2023-2027 period;
 15. Decision of the Rector of State Islamic University Walisongo Semarang Number 152/Un.10/R/KP.07.5/03/2023 concerning the Academic Guidelines of State Islamic University Walisongo Semarang;

DECIDES

To enact : DECISION OF THE RECTOR OF STATE ISLAMIC UNIVERSITY
WALISONGO SEMARANG NUMBER 1482/Un.10/KM.00.5/01/2025

CONCERNING GUIDELINES FOR SUGGESTIONS AND COMPLAINTS FROM LECTURERS AND STUDENTS

- FIRST:** The provisions in the Appendix to this Decision shall serve as the Guidelines for Suggestions and Complaints from Lecturers and Students applicable at State Islamic University Walisongo Semarang.
- SECOND:** The Guidelines as referred to in Article FIRST comprise:
- a. General provisions;
 - b. Types of suggestions and complaints;
 - c. Submission mechanisms;
 - d. Handling and follow-up;
 - e. Protection of complainants;
 - f. Monitoring and evaluation.
- THIRD:** All costs incurred as a result of the implementation of this Rector's Decision, including the complaints management process, shall be borne by the State Islamic University Walisongo Semarang's Revenue and Expenditure Budget for the current fiscal year and/or other legitimate and non-binding funding sources.
- FOURTH:** This Decision shall be effective from the date of its issuance until such time as any errors are corrected as appropriate.

Issued in Semarang
on 16 January 2022

RECTOR
STATE ISLAMIC UNIVERSITY
WALISONGO SEMARANG,



Prof. Dr. Nizar, M.Ag.