Appendix 1
Approved by Order _____
dated _____ 20___ No. _____

Suggestions and Complaints Policy

Intellect — a single feedback channel

This Policy applies to Intellect Junior, Intellect Pro and Intellect College. We accept suggestions and complaints from parents, legal guardians, students and other individuals to resolve concerns and improve our institutions. There is no charge for submitting or considering a case.

1 How to submit a case

Use the dedicated link or QR code for your institution at feedback.intel.edu.kg. Select a complaint or suggestion, choose a category and describe the situation; attach files if needed. Available messaging channels are shown on the institution’s page. You may also give a written or verbal submission to the administration for registration.

2 Anonymity and receiving a response

Anonymous cases are considered. To request an individual response through the website, enable the response option and voluntarily provide your full name and email address. In a messaging app, responses are delivered through the bot; your profile and technical contact details are not shown to staff. However, the system and messaging provider receive the contact details needed for delivery. Your text and attachments may reveal your identity.

Your case number and personal QR code provide access to the correspondence. Keep them safe and do not share them. If both are lost, access cannot be restored without additional information. An anonymous website submission made without requesting a response does not receive an individual response.

3 Who considers cases

The Strategic Department oversees the process. The Department, the head of the institution or an assigned staff member considers each case within their authority. A complaint is not referred for sole decision to the person complained about. Only authorised participants have access; submissions are not published.

4 Timeframes and outcomes

The website registers a case immediately. Where a response is requested, the first substantive response is provided within 5 working days, excluding the day of submission. An ordinary case is considered within 10 working days. If further investigation is needed, we explain the reason and provide a revised date before the deadline. An automatic acknowledgement does not count as a response.

Timeframes follow the platform’s published working schedule: by default, Monday to Friday, 09:00–18:00, Bishkek time. The exact deadline for the first response is shown in the case. The response explains the findings, actions and implementation deadlines.

5 Review and safety

If you disagree with the outcome, add a message or reopen the case and request a review by the Strategic Department. A person who did not make the disputed decision conducts the review; a response is provided within 5 working days. This does not restrict your right to contact the competent authorities. Reports of threats to life or children’s safety are escalated to management immediately; the service is not a substitute for emergency assistance.

6 Confidentiality and protection of the person raising a concern

Submitting a case must not result in pressure, retaliation or less favourable treatment of a child. Data is used for consideration, communication and monitoring implementation; access and retention are restricted by the applicable rules. You may withdraw a case through the administration or case correspondence; an investigation into safety risks may continue.