



# UNIVERSITY COMPLIANCE SYSTEM



# UNIVERSITY COMPLIANCE SYSTEM

In order to ensure the confidentiality of whistleblowers at the National University of Uzbekistan or the procedure for resolving employee complaints regarding work issues, the internal reporting system can be carried out through the following stages:

1. Reception and collection of complaints: Complaints can be submitted to the University through teachers, producers or other employees. These complaints are received through a special center or complaints department.
2. Review and investigation of complaints: complaints received are analyzed and considered by those responsible for their resolution. The grievance review process is objective and unique.
3. Redressal of complaints: After analyzing the complaints, necessary measures are taken to resolve them. These measures are aimed at quickly resolving the problem and may include counseling, training or other counseling for students or employees in the cases in question.
4. Improvement of the complaint system: To improve the process of filing and resolving complaints, the University's internal reporting system will be established. In this system, processes for receiving, handling and resolving complaints are defined and carried out in a reliable and efficient manner.
5. Monitoring and Evaluation: Complaints received through the internal reporting system and their resolution process are monitored and data sets are created for evaluation. Thanks to this information, the necessary changes are made to improve and improve it.
6. Competence and training: To ensure the effective operation of the internal reporting system, employees and trainees are trained. These trainings include topics such as receiving complaints, how to resolve them and how to give advice.

Ensuring this routine helps make practical university workflows efficient and effective, and is also a good way to address privacy concerns.



# UNIVERSITY COMPLIANCE SYSTEM



**INSOPOV ABDUG'AFFOR**  
*DEPARTMENT OF WORKING WITH APPLICATIONS OF  
INDIVIDUALS AND CIVILIANS, CONTROL AND MONITORING*



**G'ULOMOV SHOHNAZAR**  
*HEAD OF THE COMPLIANCE  
CONTROL SYSTEM MANAGEMENT  
DEPARTMENT*

**TURAYEV BAXODIR**  
*HEAD OF HR L  
DEPARTMENT*

**YAXYAYEVA GULI**  
*head of department  
LEGAL SERVICES*

**HUDOYNAZAROV OLIMJON**  
*HEAD OF THE Labor UNION*



# INSOPOV ABDUGAFFOR

DEPARTMENT OF WORKING WITH APPLICATIONS OF  
INDIVIDUALS AND CIVILIANS, CONTROL AND MONITORING

The "Department of Control and monitoring with appeals of individuals and legal entities" performs the following tasks in ensuring the confidentiality of informants or the procedure for processing complaints of employees on work-related issues at the National University of Uzbekistan:

- 1, Acceptance of Appeals: this section accepts appeals, understands their purpose and problems, and determines how Appeals should be helped.
- 2, Analysis of complaints and appeals: analyzes Appeals and clarifies their merits, main problems and additional information.
- 3, Data collection and learning: collects and re-verifies information related to complaints and appeals and keeps in touch with employees to find complete information about the causes of their occurrence, the problem posed by individuals or legal entities.
- 4, Response to appeals: keeps in touch with staff and its experts in such an order to respond effectively, timely and correctly to complaints and appeals.
- 5, Monitoring and evaluation: staff and experts monitor responses to appeals and carry out the evaluation process by gathering data to ensure their effective resolution.
- 6, Improving the system of Appeals: the system of Appeals at the University is constantly improved so that it is effective and useful for students, teachers and other employees.

In these processes, many investigations are carried out and recommendations are made to receive complaints, respond to appeals and improve the monitoring Department. This department plays an important role in ensuring University confidentiality and improving performance. It is also important in providing services aimed at improving the educational process and its independent conduct.



# GULOMOV Shohnazar

HEAD OF THE COMPLIANCE CONTROL SYSTEM MANAGEMENT  
DEPARTMENT

"The Komplens control department performs the following tasks to ensure the confidentiality of informants at the National University of Uzbekistan or the procedure for handling complaints from employees on work-related issues:

1. **\*\* Confidentiality control for complaints and appeals\*\***: the Complens control department monitors the complens in matters relating to the confidentiality of informants and employment. Additional methods and views are regularly studied to ensure that the data is protected and successful in controlling it.
2. **\*\* Organization of investigations for privacy concerns\*\***: the Complens supervisory department organizes investigations that have been studied to be successful in managing privacy concerns and complaints. These tests carry out important information to solve complaints and problems brought through students, teachers and other staff.
3. **\*\* Respond to and resolve complaints\*\***: the Complens control department responds to complaints correctly and efficiently. This section is of great importance in solving problems quickly and efficiently, monitoring the process of problem solving.
4. **\*\* Make recommendations to increase privacy\*\***: the Complens control department provides recommendations and advice to help increase the confidentiality of informants. These tips indicate that the university system should be followed to strengthen confidentiality, to ensure that no other problems have properly arisen with complaints.
5. **\*\* Monitoring and evaluation\*\***: the Complens control department monitors the actions taken by the University in ensuring confidentiality and assesses whether they are effective and effective.

This assessment helps to control the activities of the control department and provides an opportunity to make the necessary changes.

The complens control department helps to effectively solve problems with privacy issues at the University and its independent conduct. This department is of great importance in providing a reliable and satisfying environment for students at the University and plays an important role in ensuring the effective functioning of the university organization.



# TURAYEV BAXODIR

HEAD OF HR DEPARTMENT

To ensure the confidentiality of informants at the National University of Uzbekistan or the procedure for considering complaints of employees on work-related issues, the HR department performs the following tasks:

1. **\*\* Reception for complaints and appeals\*\***: the HR Department receives complaints and appeals from employees to ensure the confidentiality of informants. They report the necessary measures for the consideration of complaints and their resolution.
2. **\*\* Collection and analysis of information\*\***: the HR department analyzes the complaints presented and identifies their main problems. This establishes the necessary closed and internal communication to collect complete information about the problems..
3. **\*\* Respond to complaints\*\***: the HR department responds correctly and effectively to complaints or appeals. They report the necessary steps and measures to solve problems quickly and on time.
4. **\*\* Providing display among staff\*\***: the department provides information about the courses, training materials or workshops offered to increase trust and experience sharing among staff.
5. **\*\* Organize activities to increase privacy and reliability\*\***: the HR department organizes activities to increase privacy and reliability at the University. These include providing training and training courses for staff, disseminating datasets, and providing good practices.
6. **\*\* Monitoring and evaluation\*\***: the department monitors the complaints carried out at the University and the processes of their resolution. They help to increase the University's privacy system and effectively solve related problems.

The HR department plays a very important role in increasing confidentiality and reliability at the National University of Uzbekistan. They are essential to ensure a healthy and reliable environment among the staff and to support the effective functioning of the university organization.



# YAXYAYEVA GULI HAYDAROVNA

HEAD OF DEPARTMENT LEGAL SERVICES

The legal service performs the following tasks in ensuring the confidentiality of informants or the procedure for processing complaints of employees on work-related issues at the National University of Uzbekistan:

1. **\*\* Verification of complaints by legislation\*\***: the Legal Service checks complaints on the basis of legislation after receiving them. This examination is necessary to ensure compliance of complaints and appeals with laws and legal regulations.
2. **\*\* Give legal advice and direction\*\***: give legal advice and direction on complaints, appeals and privacy issues. This will help university employees act in accordance with the laws, and problem areas will be given through advice
3. **\*\* Ensuring privacy and confidentiality\*\***: the Legal Service helps to ensure confidentiality and confidentiality. These privacy and confidentiality issues are addressed and solutions are found to them whenever possible.
4. **\*\* Respond to complaints\*\***: the Legal Service provides a legal response to complaints at the University. These responses include alternative regulation of complaints, briefing, or other legal methods.
5. **\*\* Providing information on legal decisions and decisions\*\***: the Legal Service does its job of providing information regarding legal decisions and the legal status of the University. This information helps to protect the legal interests of the University and familiarize employees with the laws
6. **\*\* Development of legal requirements and services\*\***: the Legal Service monitors Legal News and promotes the development of legal requirements and services of the University.

These requirements and services are important to ensure the legal legal environment of the University. The legal service plays an important role in ensuring the confidentiality of informants at the National University of Uzbekistan, protecting the legal order of the University and legally managing complaints.



# HUDOYNAZAROV OLIMJON

HEAD OF THE LABOR UNION

"The Labor union " at the National University of Uzbekistan, in order to ensure the confidentiality of information or the procedure for reviewing employee complaints on work-related issues, performs the following functions:

1. **\*\* Establishing communication between employees\*\***: The union is successful in establishing mutual trust and communication between employees. Thanks to this communication, employees learn few meaningful reports about their problems.
2. **\*\* Receiving and analyzing complaints\*\***: The union accepts employee complaints and analyzes them. Through them, they receive complete information about the problem and determine the necessary measures to solve it.
3. **\*\* Response to complaints\*\***: The union responds correctly and effectively to complaints. They help solve employees' problems and provide the advice and recommendations needed to solve them correctly.
4. **\*\* Provide advice for the organization among employees\*\***: provide advice and recommendations for conducting good events among union employees. These tips help employees and organizations work effectively and play an important role in determining the necessary steps to improve privacy.
5. **\*\* Monitoring and Evaluation\*\***: The union monitors complaints that are submitted to the university and their resolution processes. They help to improve the university's privacy system and effectively solve the problems associated with it.
6. **\*\* Organization of joint activities\*\***: The labor union organizes joint activities to increase the attitude of employees to complaints and problems. These events increase trust and exchange of experience between employees and help to effectively deal with privacy issues at the university.

The Labor union plays an important role in improving confidentiality and reliability at the National University of Uzbekistan. They are crucial to ensure a healthy and reliable environment among employees, as well as to support the effective functioning of the university organization.



The internal reporting system includes the following processes in ensuring the confidentiality of informants at the National University of Uzbekistan or the procedure for reviewing employee complaints about work problems:

1. Employees send their complaints or appeals about the problem through an internal reporting system.
2. Appeals are sent to a specific platform or complaints department and analyzed.
3. As a result of the analysis, the necessary help is obtained to collect complete information about the problem and determine its root cause.
4. A consultation is held among the staff about the problem and the necessary decisions are made so that a solution can be found for the problem.
5. Effective and effective problems are solved with the help of tracking the process of solving the problem.
6. A certificate is drawn up and communicated to its authors about complaints and appeals, the process and results of their resolution.

This system plays an important role in ensuring confidentiality and improving performance at the National University of Uzbekistan.