

SUMMARY OF ANNEX 4: COMPLAINTS POLICY

Universitas Pendidikan Indonesia has an integrated and tiered complaint handling system, applicable nationally in all units and regional campuses. This system aims to ensure openness of information, accountability of services, and continuous improvement in academic and non-academic aspects. This policy is implemented through three main channels:

1. National Complaint Policy:

UPI is connected to the national system <https://www.lapor.go.id> to receive public complaints, requests for information, and legal objections from the general public and stakeholders. This is in accordance with the policy [Regulation of the Minister of State Apparatus Empowerment and Bureaucratic Reform Number 46 of 2020 concerning the Road Map of the National Public Service Complaint Management System 2020-2024](#).

2. University Level Complaint Policy (UPI) through the Integrated Service Unit (ULT):

Complaints from academics can be submitted through the internal system on the page <https://laporan-ult.upi.edu/lapor>, covering academic issues, administration, campus services, and interpersonal interactions. This system ensures confidentiality and professional handling.

3. The complaint procedure is as follows:

- a. [Complaints about Corruption-Free Integrity Zone](#)
- b. [SOP for Handling Complaints](#)
- c. [Complaint Reporting Form](#) (FPMIPA version)
- d. [Complaint Reporting Form](#) (national version)