

Code of Conduct – Registrar's Office

1. Preamble

The Registrar's Office does everything in its power to ensure a transparent, supportive, and respectful environment for all students. The staff of the office respect the rights of students as set forth in laws and university regulations in all cases. Students are informed thoroughly, in detail, and in a timely manner through the appropriate channels. We maintain a tone of respect and mutual appreciation in our communications, including when resolving disputes. This requires the full cooperation of students and mutual respect for the rules of conduct.

2. Core Principles

- **Respect and fairness** – all students are treated equally and without prejudice.
- **Transparency and reliability** – processes follow clear rules and deadlines.
- **Responsibility and cooperation** – both students and staff share responsibility for smooth administration.

3. Expected Conduct

- Polite and respectful communication, both verbally and in writing.
- Use of official communication channels (email, Neptun system, office hours).
- Meeting deadlines and providing accurate information.
- Mutual patience and understanding during peak administration periods.

4. Unacceptable Conduct

- Offensive, disrespectful, or harassing communication.
- Any form of discrimination, threats, or aggressive behavior.
- Intentional obstruction of processes or providing false information.
- Using unofficial channels for confidential matters.

5. Communication and Contact

- The Registrar's Office responds only through its official contact points.
- Response times depend on the case, usually within 5–10 working days.
- Student data is protected under all circumstances.

6. Sanctions

Students may file a written complaint in case of violation of this Code of Conduct by the staff. The complaint must be addressed to the Head of Division. The reported cases will

be thoroughly investigated, and all necessary measures will be taken at the appropriate level of decision-making.

In case of violation of these rules, the Registrar's Office may:

- issue a warning,
- suspend the administrative process,
- in serious cases, file an official report and escalate the matter to the competent university body.

7. Final Provisions

This Code of Conduct enters into force on October 9, 2025 and applies to all students, regardless of nationality or level of study in the following programs: Medicine, Dentistry, and Pharmaceutical Sciences.

Issued by:

Registrar's Office

English Language Programs

Directorate of International Studies

Semmelweis University