

國立臺灣師範大學學生申訴處理辦法

教育部95.07.27.臺訓(二)字第0950105969號函修正第16、17、18條

教育部97.10.01.臺訓(二)字第0970188068號函修正第18條

98年6月18日第102次校務會議修正通過

教育部98.12.15.臺訓(一)字第0980214007號函修正第15、19條

100年6月22日第106次校務會議臨時會修正通過

100年12月21日第107次校務會議臨時會修正通過

教育部101.2.04.臺訓(一)字第1010017468號函修正第14條

109年5月20日第124次校務會議修正通過修正第3條

110年6月2日第126次校務會議修正通過修正第3、13、19條

111年5月11日第128次校務會議修正通過修正第3、7、11、21條

111年11月23日第129次校務會議修正通過修正第3條

教育部111.12.13臺教學(二)字第1110121874號函修正第3條

114年5月21日第134次校務會議修正通過修正第3、7、10-23條

教育部114.7.2臺教學(二)字第1140063833號函修正第3、7、10-23條

第一條 本校依據大學法第33條第4項及本校組織規程第14條第4款及第55條規定，成立國立臺灣師範大學學生申訴評議委員會（以下簡稱本委員會），並訂定國立臺灣師範大學學生申訴處理辦法（以下簡稱本辦法）。

第二條 本委員會旨在保障學生、學生會及其他相關學生自治組織之學習、生活與受教等權益，提供其申訴管道，處理其申訴案件。

第三條 本委員會之組成，依下列規定辦理：

一、本委員會由校長聘請委員若干人組成之，並得視需要聘請有關專家為諮詢委員。另辦理特殊教育學生申訴案件時，應由校長增聘至少二名與特殊教育需求情況相關之校外特殊教育學者專家、特殊教育家長團體代表或其他特殊教育專業人員擔任該次評議會之委員，所組成之申訴評議委員會即為特殊教育學生申訴評議委員會，其委員任期、會議召開、表決、評議決定及保密等規定，均依特殊教育學生及幼兒申訴服務辦法辦理。

二、教師代表由校長遴聘之，每學院至少一人，其中須納入法律、教育、心理學者專家，且未兼行政職務之教師不得少於委員總額之二分之一。

三、學生代表由學生會推派兩人、各學院及僑生先修部之校務會議學生代表各推派一人。

四、擔任學生獎懲委員會之委員或負責學生獎懲決定、調查之人員，不得擔任本委員會委員。

五、任一性別委員應占委員總數三分之一以上。

主席由委員互選之，任期為一學年，連選得連任。每學年度第一次開會由學務長召集並推選主席。本會主席產生後，會議由主席召集之，主席因故不能召集會議時，由其指定之委員召集之。

本委員會得置秘書二人，均為無給職，委員及秘書之任期為一學年。

第四條 本委員會接受學生、學生會及其他相關學生自治組織之有關學習、生活、獎懲及受教權益等問題之申訴，並依申訴案件性質需要，成立「調查小組」。「調查小組」由本委員會委員三至五人組成，學生代表不得少於總額三分之一，如有必要得邀請

其他專業相關人員參加，負責查證工作，並將調查結果提報本委員會處理。

第五條 學生、學生會及其他相關學生自治組織之申訴案件，由本委員會秘書受理，收件後應儘速依相關程序處理。同一案件之提起申訴以一次為原則。

第六條 本委員會以每月召開一次會議為原則，如無申訴案件則不召開，以處理本校學生之申訴案件。召集人召開會議須委員過半數出席始得召開，評議決定應經出席委員三分之二以上之同意行之；其他事項之決議以出席委員過半數之同意行之。會議召開以不公開為原則，並請申訴人及相關人員列席說明。

第七條 本校學生對於本校有關學習、生活、受教權益所為之懲處、其他措施或決議，認有違法或不當因而損害其權益者，或學生會及其他相關學生自治組織，不服學校之懲處或其他措施及決議之事件者，得依本辦法之規定，向本委員會提出申訴。

前項所稱本校學生，定義如下：

- 一、指本校對其為懲處、其他措施或決議時，具有本校學生身分者。
- 二、依性別平等教育法第三十九條第一項第三款對本校所作成的申復結果不服提起申訴者。
- 三、依校園霸凌防制準則第四十六條第三項及第四十八條對本校所作成的終局實體處理不服提起申訴者。
- 四、其他依學則及學校相關規定者。

第八條 本校學生於收到學校對於個人生活、學習、受教權益處分書或學生會及其他相關學生自治組織受到學校之懲處或其他措施及決議之事件後，如有不服，應於次日起三十日內以書面向本委員會提出申訴。申訴人因不可抗力之原因，至逾期限者，得向本委員會聲明理由，請求許可。

申訴人因天災或其他不可歸責於己之事由，致遲誤前項申訴期間者，於其原因消滅後十日內，得以書面敘明理由向本委員會申請評議。但遲誤申訴期間已逾一年者，不得為之。

第九條 學生、學生會及其他相關學生自治組織之申訴須填寫申訴書（表格請至學務處網頁下載），並以書面提列具體事實及檢附相關資料，以便本委員會處理，委員會委員、調查小組成員及秘書，對申訴案件之處理及相關事宜，必須加以保密。

第十條 本委員會必要時，得由主席邀請具法律或相關背景委員及學生委員等至少三名組成預審小組，召開預審會議。預審會議得審查下列事項：

- 一、審查申訴之提起是否符合本辦法規定。
- 二、確認申訴爭議標的、事實及理由。
- 三、列席評議會議之關係人選。
- 四、通知原處分單位，必要時連同關係人，答復申訴之內容。
- 五、安排準備評議之其他相關事項。

預審會議所為之預審事項，應列明書面紀錄，並交由本委員會秘書承辦其中所列相關事項，其結果送交原處分單位及申訴人。

若預審會議決議不予受理案件，本委員會得經三分之二以上委員以通訊表決，且經過半數同意決議不予受理者，本委員會作成不予受理之決定。

第十一條 本委員會應於收到申訴書之次日起三十日內完成評議；必要時得予延長，並通知申訴學生，延長以一次為限，最長不得逾二個月。但涉及退學、開除學籍或類此處分之申訴案，不得延長。

本委員會認為申訴書不合規定，而其情形可補正者，應通知申訴人於七日內補正。其補正期間應自評議期間內扣除。

第十二條 申訴案件全部或一部之評議決定，以訴願或訴訟之法律關係是否成立為據者，申評會於訴願或訴訟程序終結前，得停止評議，並以書面通知申訴人；於停止原因消滅後，經申訴人、原措施學校通知，或申評會知悉時，應繼續評議，並以書面通知申訴人。

退學、開除學籍、足以改變其學生身分及損害其受教育機會類此處分之申訴案件，不適用前項規定。

第十三條 退學或開除學籍之申訴，學校於評議未確定前，學生得繼續在校肄業。本校除不得授給畢業證書外，其他修課、成績考核、獎懲得比照在校生處理。

第十四條 申訴人於本委員會作成評議決定書送達前，得以書面撤回申訴案。

第十五條 本委員會之處理結果應以評議決定書通知申訴學生及原處分單位，評議決定書應包括主文、事實、理由等內容。不受理之申訴案件亦應作成評議決定書，惟其內容只列主文及理由。

前項評議決定書並應依第十六條第一項規定，記載不服申訴評議決定之救濟方法。

第十六條 申訴人就學校所為之行政處分，經向本委員會提起申訴而不服其決定，得自申訴評議決定書送達次日起三十日內，繕具訴願書，檢附學校申訴評議決定書，經學校向教育部提起訴願。

學校收到前項訴願書，應儘速附具答辯書，並將必要之關係文件，送交教育部。

申訴人就學校所為之行政處分，未經學校申訴程序救濟，逕向教育部提起訴願者，請教育部將該案件移由學校依學生申訴程序處理。

申訴人就學校所為行政處分以外之懲處、其他措施或決議，經向學校提起申訴而不服其決定，得按其性質依法提起訴訟，請求救濟。

第十七條 本委員會作成評議決定書，陳校長核定時，應副知原處分單位，原處分單位如認為有與法規抵觸或事實上窒礙難行者，應於一週內列舉具體事實及理由陳報校長，並副知本委員會。校長如認為有理由者，得移請本委員會再議，再議之提出以一次為限。評議決定書經完成行政程序後，學校應即採行。

第十八條 退學之申訴，經本委員會評議確定維持原處分者，其修業、學籍依下列規定辦理：

一、修業證明書所載修業截止日期以原處分日期為準。

二、申訴期間所修習科目學分及格者，得發給學分證明書。

第十九條 退學或開除學籍之申訴，經評議確定維持原處分者，其兵役、退費依下列規定辦理：

- 一、役男「離校學生緩徵原因消滅名冊」於申訴結果確定後三十日內冊報。
- 二、退費基準依專科以上學校向學生收取費用辦法第 8 條及專科以上學校學雜費收取辦法第 15 條之規定辦理。

第二十條 本校學生依評議決定、訴願決定或行政訴訟判決另為處分，並同意其復學者，其因特殊事故無法及時復學時，本校應輔導其復學。對已入營無法復學之役男，本校應保留其學籍，俟其退伍後，輔導優先復學，復學前之離校期間並得補辦休學。依訴願決定或行政訴訟判決另為處分並同意同學復學者，應依規定完成撤銷退學程序。

第二十一條 本校學生申訴制度應上網公告，並廣為宣導，使學生瞭解申訴制度之功能。

第二十二條 為暢通學生意見，本校應另訂規範處理學生之陳情、建議、檢舉及其他方式所表示之意見。

學生因校園**性別事件**、校園霸凌事件提起申訴，依性別平等教育法、校園霸凌防制準則相關規定辦理。

第二十三條 本辦法由學生事務會議訂定，經校務會議通過，報請教育部核定後實施，修正時亦同。

National Taiwan Normal University

Regulations Governing Student Appeals

Last amended on May 21, 2025

- Article 1 The NTNU Student Appeals and Arbitration Committee (the “Committee”) is established, and NTNU Regulations Governing Student Appeals (the “Regulations”) are formulated in accordance with Article 33, Paragraph 4 of the University Act and Article 14, Paragraph 4, and Article 55 of the NTNU University Charter.
- Article 2 The Committee aims to ensure students’ rights to learning, living, and education as well as protect the rights of the Students’ Union and other self-governing student organizations by providing access to appeals and processing appeal cases.
- Article 3 The Committee is established based on the following provisions:
1. Members of the Committee are recruited by the University President. Experts in relevant fields may be recruited to serve as advisory committee members where necessary. When handling appeal cases filed by a special education student, the President shall additionally recruit at least two **extra-mural** special education experts, parent group representatives, or professionals versed in special education needs to serve as members of the Committee. The Committee thus formed shall be the Student Appeals and Arbitration Committee for Special Education Students; the regulations governing the term of Committee members, convening of meetings, voting, review decisions, and confidentiality shall all be handled in accordance with the **Regulations Governing Complaint Services for Special Education Students and Preschoolers**.
 2. Faculty representatives, at least one from each college, are selected and appointed by the President, among whom experts or academics in law, education, and psychology must be included, and those without administrative duties shall not account for less than half of the total.
 3. Student members are composed of representatives recommended by the following: two from the Students’ Union, one from each college, and one from the Academy of Preparatory Programs for Overseas Chinese Students.
 4. Members of the Reward and Disciplinary Penalty Committee or those involved in the decision of students’ reward or disciplinary actions or investigations shall not serve on the Committee.
 5. Members of either gender shall account for at least one-third of the total.
- The Chair of the Committee is selected by and among the Committee members for a term of one academic year, after which they may be re-elected. The first meeting in a given academic year is convened by the Vice President for Student Affairs, during which a Chair would be selected. After the Chair is selected, subsequent meetings will be convened by the Chair. If the Chair is unable to convene meetings for any reason, they shall appoint a Committee member as the meeting convener.
- The Committee may appoint two secretaries without remuneration. The term of service for Committee members and secretaries is one academic year.
- Article 4 The Committee is open to appeals by students, the Students’ Union, and other self-governing student organizations pertaining to issues such as rights to learning, living, reward or penalty, and education. Depending on the nature of the appeal, an

investigation group may be formed by three to five members of the Committee, with student representatives accounting for at least one-third of the total. If necessary, relevant experts may be invited to join the group to conduct fact-finding investigations and report the findings to the Committee for further processing.

Article 5 Appeal applications by students, the Students' Union, and other related self-governing student organizations shall be submitted to the Committee secretary for filing. Once the application is received, the case will be processed according to relevant procedures as soon as possible. In principle, only one appeal shall be made for the same case.

Article 6 In principle, the Committee meets once every month to process appeals made by NTNU students. The Committee will not convene if there are no appeal cases. The convener may not call a meeting unless more than half of the Committee members are present. Any resolution on the arbitration shall be agreed upon by at least two-thirds of the members present; other matters can be decided by a simple majority of those present. The Committee meetings, in principle, are not open to the public; appellants and concerned parties shall be present to provide clarifications.

Article 7 NTNU students may appeal against disciplinary actions, other measures, or decisions they deem as illegitimate or inappropriate that have impeded their rights to learning, life, or education. The Students' Union and other self-governing student organizations may also file appeals against the University's disciplinary actions or other resolutions with the Committee in accordance with the Regulations.

NTNU students referred to in the preceding paragraph are defined as follows.

1. Individuals who are enrolled at NTNU at the time the University imposes disciplinary action, other measures, or resolutions against them.
2. Individuals who file an appeal reassessment in response to dissatisfaction with the outcome of an appeal rendered by the University pursuant to Article 39, Paragraph 1, Subparagraph 3 of the Gender Equity Education Act.
3. Individuals who file an appeal against the University's final substantive decision rendered pursuant to Article 46, Paragraph 3, and Article 48 of the Campus Bullying Prevention Guidelines.
4. Individuals falling under other circumstances as prescribed by the School Regulations and pertinent regulations of the University.

Article 8 After an NTNU student receives a disciplinary notice from the University concerning their personal life, learning, or right to education, or after the Students' Union or a self-governing student organization receives disciplinary actions or other measures and resolutions from the University, if they are unconvinced, they shall submit a written appeal to the Committee within 30 days starting from the next day the disciplinary notice is received or the resolution is announced. Appellants failing to file the appeal in time due to an event of force majeure may ask the Committee for an extension with reasons stated.

Appellants who missed the deadline for appeals as prescribed in the preceding paragraph owing to natural disasters or non-self-blamable reasons may apply to the Committee for arbitration within 10 days after the cause has been resolved with a written statement explaining the reasons. However, if more than one year has passed since the appeal period lapsed, such an application shall not be accepted.

Article 9 Students, the Students' Union, or other self-governing student organizations wishing to file an appeal must fill out an appeal form, downloadable at the website of the Office of Student Affairs, and present specific facts in writing with supporting documents to

facilitate the processing by the Committee. Processing of the appeal cases and any related matters must be kept confidential by all Committee members, investigation group members, and secretaries.

Article 10 When deemed necessary, the Committee Chair may convene a preliminary review meeting by inviting no fewer than three members with legal or relevant expertise, along with a student representative, to form a preliminary review panel. The preliminary review meeting shall deliberate on the following matters:

1. Review whether the appeal has been filed in accordance with the provisions set forth in these Regulations.
2. Confirm the subject matter, facts, and grounds of the appeal dispute.
3. Review the relevant parties invited to attend the arbitration meeting.
4. Notify the original unit that imposed the disciplinary action, and, if deemed necessary, relevant parties, to respond to the matters raised in the appeal.
5. Arrange and prepare any other relevant matters for arbitration.

The matters discussed during the preliminary review meeting shall be clearly documented in writing. The Committee secretary shall be responsible for handling all related affairs as outlined therein. The results shall be forwarded to both the original unit that imposed the disciplinary action and the appellant.

If the preliminary review meeting resolves not to accept a case, the Committee may confirm this decision through a telecommunication vote involving more than two-thirds of the Committee members, with approval by a majority of those voting. Upon such approval, the Committee shall issue a formal decision to dismiss the case.

Article 11 The Committee shall complete the arbitration within 30 days after an appeal form is received. If an extension is necessary, the Committee shall notify the appellant. The extension can only be allowed once, for a maximum of 2 months. However, disciplinary resolutions involving cessation of studies or permanent removal of student status are not eligible for extensions. If the Committee deems the appeal form received non-compliant to relevant regulations but can be amended, it shall notify the appellant and allow them to amend the filing within 7 days. The amendment period should be deducted from the arbitration period.

Article 12 If the arbitration resolution of an appeal is entirely or partly dependent on the outcome of an administrative appeal or litigation, the Committee may suspend the arbitration before the conclusion of the administrative appeal or litigation proceedings and shall notify the appellant in writing. The Committee shall resume the arbitration after the suspending factors have discontinued, upon notification by the appellant or the original measure-taking school, or upon becoming aware of the fact, and shall notify the appellant in writing.

Appeals involving cessation of studies, permanent removal of student status, or other disciplinary actions that effectively change the student's status and impair their educational opportunities are not subject to the preceding provisions.

Article 13 For appeals against cessation of studies or permanent removal of student status, the appellant may remain enrolled before the arbitration is confirmed. While the University may withhold the graduation certificate, the appellant is still entitled to the same treatment as other enrolled students concerning course taking, grading, rewards, and disciplinary actions.

Article 14 Before the arbitration report is received by the appellant, they may withdraw the appeal application with a written statement.

- Article 15 The Committee shall notify the appellant and the original unit that imposed the disciplinary action of the arbitration resolution in an arbitration report. The report shall contain contents such as the main body, facts, and reasons. Rejected appeal cases shall also be recorded in an arbitration report, but only the main text body and reasons for rejection are required.
- Pursuant to **Article 16**, Paragraph 1 herein, the arbitration report in the preceding paragraph shall also cover means of relief available to appellants who remain unconvinced by the arbitration.
- Article 16 A student who remains unconvinced by the administrative disposition taken by the University after the Committee's arbitration may file for an appeal petition within 30 days starting from the next day of receiving the arbitration report. The University will send the appeal petition to the Ministry of Education along with the arbitration report. Upon receiving the appeal petition mentioned in the preceding paragraph, the University shall promptly submit a written defense along with the necessary related documents to the Ministry of Education.
- If an appellant directly files an administrative appeal with the Ministry of Education against an administrative disposition made by the University without first exhausting the University's appeal procedure, the Ministry shall refer the case back to the University for handling in accordance with its student appeal procedures.
- If an appellant disagrees with the University's decisions regarding disciplinary actions, other measures, or resolutions other than administrative dispositions, they may, based on the nature of the case, file a lawsuit in accordance with the law to seek relief.
- Article 17 While the arbitration report is presented to the President for approval, a copy shall also be sent to the original unit that imposed the disciplinary actions. If the unit believes the arbitration outcomes are in violation of relevant regulations or finds it difficult to implement, it should present specific facts and reasons to the President and a copy to the Committee within a week after receiving the arbitration report. If the President finds the reason valid, the case may be referred back to the Committee for re-arbitration, which may be requested only once. After the re-arbitration proceeds through the administrative procedures, the University should adopt the final results.
- Article 18 For appeals against decisions on the cessation of studies, if the Committee upholds the original disciplinary verdict, matters pertaining to study or student status shall be dealt with on the following basis:
1. The date of study termination stated in the certificate of study should be based on the date the disciplinary action was originally taken.
 2. The credits earned during the appeal period should be recognized; a credit certificate may be issued to the student.
- Article 19 For appeals against decisions on the cessation of studies or permanent removal of student status, if the Committee upholds the original disciplinary verdict, matters pertaining to military duties and tuition refunds shall be dealt with on the following basis:
1. The roster of military draftees who left school and whose reasons for deferred conscription have ceased shall be reported to the authorities concerned within 30 days after the arbitration result is confirmed.
 2. Tuition refunds shall be processed in accordance with Article 8 of the Regulations for the Collection of Fees from Students by Junior Colleges and Higher Education

Institutions and Article 15 of the Regulations for the Collection of Tuition and Miscellaneous Fees by Junior Colleges and Higher Education Institutions.

- Article 20 When an NTNU student has been subjected to a separate disposition based on the arbitration resolution, an administrative appeal decision, or an administrative litigation judgment, and is allowed to resume studies, but the student cannot do so immediately due to special reasons, the University should assist the student in resuming their studies. For draftees who have already enrolled in the military service, the University should retain their student status and assist them to resume studies on a prioritized basis upon their discharge from service. The period of absence prior to re-enrollment may be retroactively recorded as a leave of absence. Pursuant to the verdict of an appeal petition or administrative litigation, the disciplinary action issuer that agrees to allow the student to resume study shall revoke the cessation of studies procedures in accordance with relevant regulations.
- Article 21 The student appeal system should be published online and widely publicized among students so that they can become aware of the functions of the appeal system.
- Article 22 To provide access for students to express their opinions, the University shall establish separate guidelines to process student petitions, suggestions, reports, and other forms of expressed opinions.
- Appeal cases involving campus **gender-related incidents** or bullying incidents shall be handled in accordance with the relevant provisions of the Gender Equity Education Act and the Regulations on Prevention of Campus Bullying.
- Article 23 The Regulations and any amendments thereto shall be formulated by the Student Affairs Council, approved by the University Council, and promulgated after being submitted to and ratified by the Ministry of Education.