



REGULATION ON THE “TRUST BOX”

R 279 -2026

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ONTÜSTIK-QAZAQSTAN MEDISINA AKADEMIASY «Оңтүстік Қазақстан медицина академиясы» АҚ		SOUTH KAZAKHSTAN MEDICAL ACADEMY АО «Южно-Казахстанская медицинская академия»
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1. Developed and put into effect by the Compliance Officer of JSC "UKMA".
2. Approved by the decision of the Quality Council of JSC "UKMA"

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1. GENERAL PROVISIONS

This Regulation establishes the procedure for the operation of the “Trust Box” of Joint Stock Company “South Kazakhstan Medical Academy” (hereinafter — JSC “UKMA”) regarding anti-corruption matters, as well as the procedure for receiving, registering and recording messages submitted to it, including anonymous messages.

This Regulation is a local regulatory legal act of JSC “UKMA” establishing the procedure for the operation of the “Trust Box” for written appeals from students, parents and employees of JSC “UKMA”.

This Regulation has been developed with the aim of obtaining objective information about the activities of JSC “UKMA”, organizing effective interaction with students, parents and employees, as well as within the framework of JSC “UKMA’s” anti-corruption activities.

Work with citizens’ appeals submitted through the “Trust Box” shall be carried out in accordance with the Constitution of the Republic of Kazakhstan, the Law of the Republic of Kazakhstan “On Combating Corruption”, the Anti-Corruption Policy of JSC “UKMA”, as well as the provisions of the methodological recommendations of the Ministry of Science and Higher Education of the Republic of Kazakhstan on the development and implementation of measures to prevent and combat corruption in higher education institutions.

2. REGULATORY REFERENCES

This Regulation on the “Trust Box”, intended for written appeals from students, parents and employees of JSC “UKMA”, has been developed on the basis of the following regulatory legal acts:

- Constitution of the Republic of Kazakhstan dated August 30, 1995 (as amended and supplemented as of March 23, 2019);
- Law of the Republic of Kazakhstan “On Combating Corruption” dated November 18, 2015 No. 410-V (as amended and supplemented as of December 19, 2020);
- Criminal Code of the Republic of Kazakhstan dated July 3, 2014 No. 226-V (as amended and supplemented as of December 30, 2020);
- Code of the Republic of Kazakhstan on Administrative Offenses dated July 5, 2014 No. 235-V (as amended and supplemented as of March 20, 2021);
- National Standard “ST RK 3049-2017. Anti-Corruption Management System. Requirements and Guidance for Use” (international standard “ISO 37001:2016. Anti-Bribery Management Systems”).

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3. TASKS OF THE “TRUST BOX” SERVICE

The main tasks of the “Trust Box” service are:

- ensuring the prompt receipt, registration and consideration of written appeals containing proposals regarding the organization of the educational process at JSC “UKMA”, as well as issues concerning the rights of students and employees;
- analyzing appeals received through the “Trust Box” and summarizing them in order to eliminate the causes giving rise to substantiated complaints;
- promptly responding to complaints and appeals from students, parents and employees of JSC “UKMA” and taking measures to resolve the issues raised therein;
- preventing and suppressing corruption offenses and violations of ethical standards in the activities of JSC “UKMA”.

4. PROCEDURE FOR ORGANIZING THE OPERATION OF THE “TRUST BOX”

Information on the operation and procedures of the “Trust Box” shall be posted on the official website of JSC “UKMA” ukma.kz.

“Trust Boxes” shall be installed at the entrances to the educational buildings of JSC “UKMA”.

The Compliance Officer of JSC “UKMA” shall be responsible for the operation of the “Trust Box”.

Appeals submitted to the “Trust Box” may be signed and contain all contact details of the person submitting the message, or may be anonymous.

Access to the “Trust Box” shall be provided on working days from 10:00 a.m. to 5:00 p.m.

Removal of appeals from the “Trust Box” shall be carried out by a representative of the “Social and Youth Policy” Department of JSC “UKMA” and the Compliance Officer, with a corresponding act being drawn up.

After receiving appeals from the “Trust Box”, the Compliance Officer of JSC “UKMA”, within the scope of his/her competence, shall conduct an appropriate review and submit the results for consideration by the Council on Ethics and Academic Integrity.

5. REGISTRATION AND RECORD-KEEPING OF APPEALS

The registration and recording of appeals received through the “Trust Box” shall be carried out by maintaining an appeals registration log (hereinafter — the “Log”).

The Log shall be maintained by the person responsible for the “Trust Box”.

The Log shall contain the following details:

- serial number of the appeal;
- date of removal (receipt) of the appeal from the “Trust Box”;

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– surname, first name and patronymic of the applicant, employee’s position, student’s group and contact details (if available). In the case of an anonymous appeal, the designation “anonymous” shall be entered.

6. LIABILITY

The key to the “Trust Box” and the appeals registration log shall be assigned to the person responsible for the operation of the “Trust Box”.

Officials working with information obtained through the “Trust Box” shall bear personal responsibility for maintaining the confidentiality of the information received.

The use and dissemination, without the consent of citizens, of personal data and information concerning their private life obtained through the “Trust Box” shall not be permitted.

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