



# Procedure for exam complaints and appeals

## Section responsible for procedure

Student Services (SSS)

## Purpose

The procedure ensures that exam complaints and appeals are dealt with in accordance with applicable laws, rules and regulations.

## Summary of the procedure

The procedure describes the process for decisions and the treatment of complaints and appeals, including deadlines and quality assurance of proper case processing. Information to stakeholders

The most recent programme evaluation, including the action plan, is discussed at the next meeting of the educational council and the employer panel.

## Information to stakeholders

Assessors make recommendations on complaints about assessments.

The exam organiser is involved in addressing complaints related to the conduct of the tests or the basis for the exam.

The associate dean for education is involved in addressing complaints in cases where the exam co-ordinator intends to make a decision that goes against the assessors' recommendation.

The chairs of the external examiners receive complaint statistics twice a year (once per semester).

## Updating of [www.sund.ku.dk](http://www.sund.ku.dk) and/or KUnet

On SSS, including the exam co-ordinator, is responsible for continuously updating:

- information regarding complaints and appeals on KUnet

complaint statistics on all study programmes, for the chair of the external examiners (who subsequently publishes them).

## Processing e-forms

The student uses an e-form on KUnet to submit a complaint or appeal, which is automatically sent to the appropriate caseworker.

## How often (schedule)?

Ongoing casework. Exam complaints are usually submitted in January/February, June and July/August.

## How?

Ongoing implementation of new laws and ministerial orders.

Ongoing receipt and evaluation of complaints and appeals in relation to legal issues, basis for exam, type of exam and assessment.

The course or exam organiser files exam notes (describing the basis for assessment) for up to one year, or until any complaint or appeal is completed.

The course or exam organiser makes a statement concerning the complaint. This is based, *inter alia*, on notes taken during oral exams or other notes and case files.

The exam co-ordinator's responsibilities in relation to exam appeals:

- Receiving and evaluating complaints
- Presenting the appeal to the original assessors, with a two-week deadline for making a statement
- Receiving the statement (written and reasoned) from the assessors
- Sending the statement to the student for consultation
- Making a decision on the basis of the case files and informing the complainant of this
- Providing information about appeal options, i.e. appealing against the decision and/or a complaint based on legal aspects
- Continuously filing the case files
- Updating complaint statistics

The exam co-ordinator's responsibilities in relation to appeals:

- Receiving and evaluating appeals
- Setting up the appeals board
- Sending out appeals
- Receiving the appeal decision
- Sending the statement/decision to the student (the student may then only appeal based on legal aspects)
- Filing the case files
- Updating statistics on appeals

The exam co-ordinator's responsibilities in relation to legal matters:

- Receiving and evaluating appeals

## **Who?**

### **Students**

- Must file written and justified appeals (within two weeks of the announcement of the assessment)

### **Exam co-ordinator**

- Responsible for casework on complaints and appeals

### **Head of studies**

- In general cases, approves the course organiser/exam chair's response to complaints concerning the basis for the exam or the way the test was conducted. The heads of studies are not involved in specific cases (stated in the Exam Order).

## **Course organiser**

- Advises heads of studies on complaints concerning teaching and supervision

## **Exam organiser (course organiser if no exam organiser)**

- Advises the dean on exam complaints
- Draws up and recommends responses to the representative of the external examiners and the head of studies concerning complaints received before the assessment is announced, e.g. about the relationship of the assignment to the syllabus
- files exam notes (describing the basis for assessment) for up to one year, or until any complaint or appeal is completed

## **Section for Legal and Study Board Services (LOS)**

- Complaints about legal aspects

## **Data**

Standard letters related to the Exam Order are located on the internal drives.

The head of studies discusses the action plan with the education council and the employer panel and follows up in the subsequent period on any changes and initiatives in consultation with the study board.

## **Appendices**

Link to:

[The Grading Order](#)

[General curriculum provisions](#)

[The Exam Order](#)

[The Public Administration Act](#)

[Chairs of the External Examiners website](#)

[Memo to exam chairs and heads of studies](#)

**Exam complaints and appeals are processed continuously throughout the year. However, the number of exam appeals is higher during January/February, June and July/August.**

| <b>Date</b> | <b>Activity</b>  | <b>Responsibility</b> |
|-------------|--|-----------------------|
|             | Submission of a written complaint within two weeks of the announcement of the assessment   | Students              |
|             | Presenting complaints to assessors   | Exam co-ordinator     |
|             | Submission of a statement on the assessment within two weeks of the complaint being submitted (excl. July)                         | Assessors             |
|             | Statements on the assessment sent to students  | Exam co-ordinator     |
|             | The complainant has one week to respond to the assessors' statement  | Students              |
|             | Decision by the University (exam co-ordinator)   | Exam co-ordinator     |
|             | Complainant responds to the offer of a reassessment or resit within two weeks of the decision being announced                      | Students              |
|             | The appeals board is set up as soon as possible  | Students              |
|             | The appeals board decides and sends out its decision within two months of the appeal being lodged with the University (excl. July) | The appeals board     |