



Procedure for exam complaints and appeals

Section responsible for procedure

Student Affairs (AUS)

Objective

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

Summary of the procedure

The procedure describes the process for decisions and the processing of complaints and appeals, including deadlines and quality assurance of case handling.

Consultation and information to stakeholders

Based on notes taken during the assessment, assessors issue statements and recommendations concerning complaints regarding assessments.

The exam coordinator is informed of any complaints regarding their exams.

The course coordinator issues a statement and recommendations concerning complaints regarding the basis for examination. The Head of Studies must approve the statement and recommendations in writing.

The Associate Dean for Education is involved in cases where the case processor intends to make a decision that goes against the assessors' recommendation.

The chairs of the external examiners receive complaint statistics upon request.

Updating of www.sund.ku.dk and/or KUnet

AUS, including the exam complaints team, is responsible for bringing the following up-to-date:

- Information on complaints and appeals as well as relevant administrative procedures on KUnet.

Processing of e-forms

Students wishing to submit a complaint or appeal must use the e-form available on KUnet, which is automatically saved in WorkZone and processed.

How often (schedule)?

Ongoing casework.

How?

Ongoing implementation of new laws and ministerial orders.

Ongoing receipt and assessment of complaints and appeals in relation to academic issues, legal issues and the exam process.

Assessors save exam notes (describing the basis for assessment) for a minimum of one year or until any complaint or appeal process has been completed.

Assessors issue statements and recommendations concerning complaints regarding assessments.

The exam coordinator is informed of any complaints regarding their exams.

The exam coordinator issues a statement and recommendations concerning complaints regarding the basis for examination. The Head of Studies must approve the statement and recommendations in writing.

The Associate Dean for Education is involved in cases where the case processor intends to make a decision that goes against the assessors' recommendation.

The case processor's responsibilities in connection with exam complaints:

- Receives and evaluates the complaint.
- Presents the complaint to the original assessors, who are given a two-week deadline to make a statement.
- Receives the justified statement in writing from the assessors, as well as from the exam coordinator, when relevant. If relevant, employees at KU's Exam House will be consulted for information.
- Sends the statement to the student for consultation. The consultation continues until the case has been sufficiently investigated.
- Makes decisions based on the case file and informs the parties involved of the decision.
- Provides information about options – appeal against the decision and/or lodge a complaint based on legal issues.
- Continuously files the case files.
- Registers elements of the case in the case management application on which complaint statistics is based.

The case processor's responsibility in connection with appeals:

- Receives and evaluates the appeal.
- Sets up a board of appeals.
- Sends out appeals and relevant material in accordance with the Exam Order.
- Receives decisions regarding appeals.
- Pays remuneration to the external examiner and chairman of the Board of appeals.
- Sends decision to the student.
- Provides information about complaints concerning legal issues.
- Files the case files.
- Registers elements of the case in the case management application on which complaint statistics is based.

Who?

Students

- Complaints must be justified and submitted in writing no later than two weeks after the deadline for assessment.
- Students may apply for access to assessors' notes.

Case processor

- Is responsible for processing complains and appeals.
- Sends out case files using secure email (Sikker Post).
- Processes applications for access to assessors' notes.

Head of Studies

- Approves the exam coordinator's response to complaints concerning the basis for examination.

Exam coordinator

- Prepares and recommends a response to complaints concerning the basis for examination.

Assessors

- Prepares a statement about the complaint and any comments.
- Saves notes made in connection with the assessment.

Data material

Standard letters that comply with the Examination Order are located on AUS' internal drive.

Appendices

- [The Grading Order](#)
- [The General Curriculum Provisions at HEALTH](#)
- [The Examination Order](#)
- [The Danish Public Administration Act](#)
- [The Executive Order on External Examiners \(in Danish\)](#)

Exam complaints and appeals are processed continuously throughout the year

Activity	Section/person responsible for the activity
Submits a written complaint within two weeks of the announcement of the assessment	Student
Presents the complaint to the assessors or a third party	Case processor
Issues a statement within two weeks of receiving the complaint (not including July)	Assessors or third party
Sends the statement on the assessment to the student	Case processor
Has one week to respond to the assessors' statement	Student
Consultation with the parties involved continues until the case has been sufficiently investigated	All parties involved
The University (case processor) makes a decision	Case processor
Has two weeks after receiving the decision to accept an offer of re-assessment or re-examination	Student
Has two weeks after receiving the decision to submit a written appeal against decisions regarding academic issues	Student
Appoints a board of appeals as soon as possible	Case processor
Makes and sends out its decision within two months of the appeal being lodged with the University (not including July)	Board of appeals
Sends the decision to the student	Case processor