



Framework für handling complaints and academic appeals

1. Informal and easy resolution stage

- First, the students should clarify complaints in connection with the study as far as possible in a direct conversation with the person concerned.
- If it is the desire of the student, this conversation takes place in common with a person of their confidence (e.g. student representative).
- If the conversation is not possible or if there is no acceptable solution, the course director is to be involved as an intermediary.
- An academic appeal against the grading of an assessment is only possible after the grade has been determined by the assessment board. For this reason, it makes sense to discuss questions related to the grading of assessments with the lecturer. If no solution is found, the programme director must be involved in the discussion.
- If no solution is found, the process continues according to the requirements of level 2 (formal stage).

2. Formal stage

- Before a complaint process is initiated, the options at level 1 are to be exhausted.
- A complaint or an academic appeal must be submitted in writing to the Rector. The complaint must be accompanied by written evidence, if available.
- An academic appeal against the grading of an assessment is possible within 30 days after the decision of the assessment board.
- Within 30 days of receiving the complaint, the student will be notified of the decision on the complaint. If this is not possible, the student will receive a communication how his complaint will be proceed further.
- The processing of a complaint or an academic appeal must be documented in a written minute.

3. Review stage

- Within 30 days after the written announcement of the decision, the student may recourse against the decision. The recourse must be addressed in writing form to the Rector. In the case of a recourse concerning the grading of an assessment or the quality of the study programme and in addition the Rector is personally affected by the complaint, the student can also address the recourse to the link tutors (ULT and ILT).
- Within 30 days of receiving the recourse, the student will be notified of the decision on the recourse. If this is not possible, the student will receive a communication how his recourse will be proceed further.
- The processing of a recourse must be documented in a written minute.
- If these guidelines have been followed and no satisfactory solution has been found, the student has the opportunity to contact Middlesex University directly. This only applies to complaints concerning a study programme validated at MDX University.