



Complaint guide

Below you can find information and help on how to submit (1) complaints concerning test/exams or (2) complaints concerning other things than tests/exams.

(1) Complaints concerning tests/exams

Complaints can be submitted on the basis of:

- The basis of examination; e.g. exam questions, assignments and their relation to the educational goals and requirements
- Examination procedure
- Review/result of the exam.

The complaint must be submitted in writing and substantiated and individually submitted by the student no later than 2 weeks after the student is informed of the result of the exam.

The complaint must be sent to the Head of Studies who will process it. The student is entitled to receive a copy of the assignment given by the institution and a copy of the student's submitted paper in the case of a written exam. As a rule, the Head of Studies presents the complaint to the original adjudicators: internal and external examiner. The examiners have 2 weeks to submit their professional opinion of the student's complaint. The student must be given the opportunity to comment on the professional opinion and has 1 week to reply.

The Head of Studies determines the outcome of the complaint based on the comments and the opinions. The decision must be in writing and substantiated and may result in one of the following:

- Reassessment. Except for oral examination
- Reexamination or
- Dismissal.

The adjudicators must be in agreement, if the appeal is to be dismissed by the Head of Studies.

The student must be informed as soon as the decision has been made. If the result is a reexamination or a reassessment, the student must be informed of the fact that this can result in a lower grade.

Reexamination or reassessment

An offer of reexamination or reassessment must be accepted no later than 2 weeks after the student is informed of the decision. An acceptance hereof cannot be withdrawn. Reassessment or reexamination shall not be conducted, if the deadline is not respected.

Reexamination or reassessment must take place as soon as possible. If a diploma has been issued, the institution must take the diploma back until the assessment is available and subsequently issue a new diploma.

In the case of reexamination and reassessment, new examiners will be assigned.

Particularly about reassessment

In the case of reassessment, the examiners must have access to all the files submitted: Exam questions or assignment, exam paper, the complaint, the original examiners' opinions including comments from the student and the decision from the institution or the Ministry. The examiners will inform the educational institution of the results of the new assessment, including a written evaluation of the assessment. The educational institution will inform the student about the assessment and the evaluation hereof.

Examination questions formulated by the Ministry

The educational institution will immediately forward its own evaluation as well as complaints regarding examination questions, formulated by the Ministry of Higher Education and Science, to the aforementioned Ministry.

Appeal of the decision

In case the student disagrees with the decision, he/she has the opportunity to file an appeal against the decision no later than 2 weeks after being informed of this decision. The appeal must be in writing and substantiated and sent to the Head of Studies, who will appoint an appeal board.

Particularly about the appeal board

The Head of Studies will appoint an appeal board as soon as possible after the submission of the appeal. Permanent appeal boards can be appointed. VIA University College will defray the cost of the appeal board. The board consists of two external examiners, an authorized examiner/ teacher and a student from the same education as the student filing the complaint.

About the selection:

- The president of the corps for external examiners will designate the two external examiners and designate one of them as president of the board. The president can designate himself as external examiner or as president of the board.
- VIA University College will designate the examination eligible teacher and the student.

The appeal board is covered by the Law of Public Administration, including conflicts of interests and confidentiality.

All members of the board must participate in board discussions and receive all documents for the board to achieve quorum. The discussion can be in writing and digital, if there is consensus among the board members of a written process. If consensus among the board members cannot be reached, the discussion will take place at a meeting where all members must be present.

If the discussion is concluded by a vote and there is a tie, the vote of the president is decisive. If the board is aware of errors in an exam during the process, VIA University College must be informed hereof and VIA will decide how to correct the errors in accordance with the Executive Order of examination in chapter 9.

The appeal board's decision

The material which formed the basis for the initial decision is the basis for the new decision made by the board. The decision made by the board must be in writing and substantiated and may result in one of the following:

- Reassessment. Except for oral examination
- Reexamination or
- The complaint is dismissed.

The Head of Studies must be informed of the decision by the board as soon as possible. In the case of a winter exam, no later than 2 months and in the case of a summer exam, no later than 3 months after the Head of Studies has received the appeal.

VIA University College must inform the student as soon as possible if the process of the appeal cannot be completed before the deadline. The information/message must be in writing and substantiated and include information about the expected date of completion for the process of the appeal. The Head of Studies will inform the student as soon as possible and the examiners will receive a copy of the decision when the decision has been made. If the decision includes reexamination or reassessment, the student must be informed that this may result in a lower grade.

Reexamination and reassessment will take place as described in the previous section "Reexamination and reassessment".

The professional decision of the appeal board is final and cannot be appealed any further.

Legal complaints

A student always has the right to complain regarding legal matters concerning a decision made by VIA University College or the appeal board. The complaint must be submitted within 2 weeks from the date where the student has been made aware of the decision.

The complaint must be submitted to VIA University College who will formulate a written statement. The complaint and statement will be forwarded to The Ministry of Higher Education and Science.

(2) Complaints concerning other things than tests/exams

Complaints concerning things other than tests/exams must be submitted to the Head of Studies for your programme.

The Head of Studies will then proceed to gather all relevant information in order to make an informed decision.

[Here you can find a list of all the Heads of Studies as well as contact information](#)

Complaints concerning you as a student

The decision from the Head of Studies concerning your complaint is final and cannot be appealed.

Legal complaints concerning the procedure

A student always has the right to complain regarding legal matters concerning a decision made by VIA University College. The complaint must be submitted within 2 weeks from the date where the student has been made aware of the decision.

The complaint must be submitted to VIA University College who will give a statement. The complaint and commented statement will be forwarded to The Ministry of Higher Education and Science.

Complaints not concerning you as a student

Upon submitting a complaint which does not concern you as a student you will only receive confirmation of receipt. You will not receive a copy of a possible decision.

Examples of complaints not concerning you as a:

- Complaints about the student environments
- Complaints about a teacher
- Complaints about the programme and its structure/planning.