

Pursuant to Article 33 of the Statute of the Algebra University College, the Academic Council of the Algebra University College, enacted, at its 99<sup>th</sup> regular session held on 27 April 2022, the following

## COMPLAINTS AND APPEALS POLICY AND PROCEDURES OF THE ALGEBRA UNIVERSITY COLLEGE

Algebra University College makes every effort to ensure that all students have a positive experience during their studies at the Algebra University College. Suggestions and comments are regularly recorded via feedback forms or students' representatives' meetings and they can be submitted at any time by using the e-box provided for such comments and suggestions at [letusknow@algebra.hr](mailto:letusknow@algebra.hr) or by contacting the Student Office staff in writing or orally.

However, students can make a non-anonymous complaint if they are dissatisfied with any aspect of their experience. Any student who seeks to make a **formal complaint** will follow the procedure, as laid out in this document.

This procedure can be used by any student who has a complaint relating to another student, member of staff, or any matter relating to academic or non-academic service provision except for academic decisions in relation to grading of work. Students who seek to make a formal complaint regarding academic or non-academic related matters need to follow the Student complaints procedure and students who seek to make a formal appeal in relation to grading of work need to follow the Student appeals procedure as laid out in this document.

Non-academic related matters complaints include but are not limited to: admissions, estates and facilities, financial matters, computing and information technology, student affairs, other matters.

Academic related matters complaints include but are not limited to: dissatisfaction with the standard of academic provision, quality of supervision or teaching or other matters.

In relation to complaints of non-academic nature, only internal procedure of the Algebra University College will apply to all students.

Complaints on academic matters as well as appeals in relation to grading may be reviewed additionally by the Goldsmiths, University of London, for students taking dual degree with the Algebra University College and the Goldsmiths.

If a complaint should contain both academic and non-academic elements and elements of appeals in relation to grading of work, the processes may be deployed in parallel.

The students taking dual degree with the Algebra University College and the Goldsmiths University of London need to submit their complaints and their appeals in English language and the whole procedure shall be carried out in English language.

## Student Complaints Procedure – academic and non-academic

**A complaint is defined as any expression of dissatisfaction with the standard of services provided by the Algebra University College or with the actions or lack of actions by the Algebra University College members of staff.**

Grounds for complaint might include but are not limited to:

- Dissatisfaction with the standard of academic or service provision
- Dissatisfaction with the quality of supervision or tuition
- Issues of inappropriate conduct by a member of staff
- Failure, on the part of Algebra University College to meet stated obligations.

All complaints submitted in good faith will be considered fairly and any student who invokes the procedure will not be disadvantaged from having done so. It is anticipated that most issues can be resolved in a friendly and informal way.

**Malicious complaints including personal offenses of any kind will lead to disciplinary action. It is important to note that all complaints need to be submitted in an academic tone with valid and explained arguments.**

For all complaints the privacy and confidentiality of the complainant will be respected. If disclosure is necessary to progress a complaint, the student will be notified in advance.

There are several stages of raising a complaint and/or an appeal by a student, as laid down in this document.

### Stage One - Informal resolution with member of staff

Students can initially raise an issue with the Algebra University College by contacting the member of staff at the Algebra University College with the aim of resolving things. A resolution might be achieved by providing an on the spot explanation of why the issue occurred and/or (where appropriate) an apology and an explanation of what will be done to stop a similar situation happening in the future.

If student remains dissatisfied with the response, or if matters have not been satisfactorily resolved within two weeks of the problem having been raised, student may wish to progress the matter to Stage Two.

### Stage Two - Vice Dean for Students

The students may submit a formal complaint by using the e-box provided for complaints, [complaints@algebra.hr](mailto:complaints@algebra.hr) or by contacting the Student Office staff in writing. They should do this

within maximum two weeks of the events they are complaining about. For their complaint to be properly investigated, it is essential that students are specific when describing its cause and nature.

The investigation will be conducted by the Vice Dean for Students of the Algebra University College. More information or comments may be requested during the investigation. The Vice Dean for Students will decide on the complaint based on the evidence presented with the complaint. The student will be notified of the outcome in writing.

### **Stage Three – Committee for Complaints**

If student remains dissatisfied with the response, or if matters have not been satisfactorily resolved within 30 working days of submission of the problem or problem having been raised, student may wish to progress the matter to Stage Three.

The students may submit a formal complaint by using the e-box provided for complaints, [complaints@algebra.hr](mailto:complaints@algebra.hr), with a clear indication that it is a complaint for a Stage Three or Vice Dean for Students can also forward the case to Stage Three.

The additional investigation will be conducted by the Committee for Complaints of the Algebra University College.

Committee for Complaints consists of 4 members: Vice dean for academic affairs, Vice dean for quality and development, Head of study programme where the student is studying and a student representative.

More information or comments may be requested during the investigation. The Committee for Complaints will decide on the complaint based on the evidence presented with the complaint and their own findings.

Algebra University College aims to resolve all complaints within 30 working days of submission, though, in practice, this timeline may vary depending on the complexity of the complaint and the number of staff that need to be consulted in the investigation.

The decision of the Committee for Complaints is final. The student will be notified of the outcome in writing.

In relation to academic matters, the outcome will also give information about the student's right to take a complaint to be reviewed by the Goldsmiths University of London for students taking dual degree with the Algebra University College and the Goldsmiths.

### **Stage Four - Review by Goldsmiths - Academic Related Matters**

If an issue in relation to academic matters has not been successfully resolved with the Algebra University College, the dual degree students may ask the Goldsmiths, University of London for review of their complaint. Their request needs to be received by Goldsmiths within one month of the date that the Algebra University College final outcome was issued. They can do this by emailing to Goldsmiths' Complaint and Appeals team at [complaints@gold.ac.uk](mailto:complaints@gold.ac.uk).

The submission will need to be made on the basis of the following:

- There were procedural irregularities in the investigation of the complaint; or
- Fresh evidence can be presented which could not reasonably have been made available with submission of the complaint to the Algebra University College Student Office; or
- The outcome of the investigation was not reasonable in all the circumstances.

In conducting the review, Goldsmiths will consider whether the complaint was conducted in accordance with the Algebra University College students' complaints procedures and whether the final decision was reasonable and in accordance with the facts of the case. The review will not usually consider the issues raised in the Stage Three complaint afresh or involve a further investigation.

The outcome of the review will be communicated to the student and a copy will be provided to the Algebra University College. A student will be issued with a 'Completion of Procedure' letter if the matter is not resolved which will confirm that internal procedures have been exhausted. The letter will list the issues involved and dealt with and the outcome. It will inform the student of his or her right to approach the Office of the Independent Adjudicator (OIA), an independent agency established to consider complaints from students, and provide with the contact details of the OIA.

The OIA is based in the UK and is an independent agency that has been established to review student complaints about higher education providers, including complaints relating to validated degree programmes leading to awards made by UK higher education institutions such as Goldsmiths.

The OIA will only consider a complaint once the internal procedures of both Algebra University College and Goldsmiths have been exhausted. In order to submit a complaint to the OIA a student must submit the completion of procedures letter.

### **Student Appeals Procedure – in relation to grading assessment**

Students are entitled to challenge the outcome of any academic assessment or examination, by lodging an Appeal, within 5 working days of receipt of release of results, on one or more of the following grounds:

- The assessment was not carried out in accordance with the applicable specifications and regulations of the assessment.

- There was an administrative error or procedural irregularity relating to the assessment and/or assessment result.
- For a student with a special educational need or other disability, the assessment was not set up in accordance with the specific addendum to the agreement signed between Algebra University College and the student, i.e. agreed support or specific assessment procedures for that student had not been provided as specified in the addendum to the agreement.

There is no right of appeal against the academic or professional judgement of assessors in relation to marks, grades, progression or award. Academic Appeals cannot be submitted on the grounds of ignorance of assessment requirements and assessment regulations or challenge of academic judgement.

Final decisions on marks and grades for the dual degree students are made by the External Examiners appointed by the Goldsmiths.

There are several stages of raising an appeal by a student, as laid down in this document.

### **Stage One – Informal resolution**

Stage One allows an opportunity for an informal resolution at Algebra University College. If a student remains dissatisfied with the response, or if matters have not been satisfactorily resolved within two weeks of the problem having been raised, a student may wish to progress the matter to Stage Two.

### **Stage Two: Formal Appeal**

If, after the outcome of the informal resolution, the student remains dissatisfied and the matter remains unresolved, student should submit their written appeal to the Algebra University College Student Office or using the e-box provided for appeals, [appeals@algebra.hr](mailto:appeals@algebra.hr), clearly stating the grounds for the appeal and accompanied by supporting documentary evidence. Students will be notified regarding the receipt of the appeal in 5 working days of the submission and, if insufficient evidence has been provided, students might be asked to submit additional evidence.

Where sufficient evidence has been provided, the following action will be taken:

- In the event of a material administrative error connected with the calculation of marks and/or award, immediate corrective action can be taken by the Vice Dean for Academic Affairs.

### **Stage Three – Committee for Appeals**

If student remains dissatisfied with the response, or if matters have not been satisfactorily resolved within 30 working days of submission of the problem or problem having been raised, student may wish to progress the matter to Stage Three. Additionally, appeals made on the grounds of error in the conduct of assessment will be referred to Stage Three.

The students may submit a formal appeal by using the e-box provided for appeals, [appeals@algebra.hr](mailto:appeals@algebra.hr), with a clear indication that it is an appeal for a Stage Three or Vice Dean for Academic Affairs can also forward the case to Stage Three,

The additional investigation will be conducted by the Committee for Appeals of the Algebra University College.

Committee for Appeals consists of 3 members: Vice dean for academic affairs, Head of the Department related to the course in the appeal and one member of academic staff not related with the case.

The student may be invited to an academic appeal hearing to present their case. The hearing will not be invalidated or postponed by reason of the absence of the student, provided that the student has been given 7 working days' notice of the date and time of the hearing.

In the event that the grounds for appeal have not been met the appeal will be rejected and clear reasons will be provided to the student in writing.

In the event that one or both of the grounds for appeal have been met, one of the following recommendations will be made:

- Allow the appellant to re-sit some or all failed assessments as a first or additional attempt, where necessary reinstating him/her on the programme; OR
- Refer the case back to the examiner with commentary.

The student will be notified of the decision within 7 working days of any appeal hearing. The decision of the Committee for Appeal is final.

Upon completion of all stages of the Algebra University College appeals process, the student will be informed in writing of the decision of Algebra University College, and the reason for that decision, no later than 5 working days after a decision is reached.

Students taking dual degree with the Algebra University College and the Goldsmiths will be advised of their right of further review to Goldsmiths, and the basis on which such an appeal can be made.

### **Stage Three: Review by Goldsmiths**

If dissatisfied with the outcome of the Algebra University College process, the dual degree students may, within one month following notification of that decision, submit a request for review of the decision of Algebra University College regarding academic / examination performance to the Goldsmiths' Complaints and Appeals team at [appeals@gold.ac.uk](mailto:appeals@gold.ac.uk).

Student must complete a Stage Three Request for Review form and attach any supporting evidence. The Stage Three Request for Review form is published on Goldsmiths' webpage: <https://www.gold.ac.uk/students/appealsandcomplaints/studentappeals/>



Requests received later than this will normally not be considered. A review will not normally include another investigation and can only be considered if it is based on one or more of the following grounds:

- There were procedural irregularities in the conduct of the appeal.
- Fresh evidence can be presented which could not reasonably have been made available with submission of the Stage Two appeal to Algebra University College.
- The outcome of the appeal was not reasonable in all the circumstances.

Upon receipt of a request for review at Goldsmiths in relation to academic disciplinary procedures or any matter of academic misconduct, Regulation 3.8 of Goldsmiths' General Regulations regarding Academic Integrity will apply. The Goldsmiths General Regulations are published at: <http://www.gold.ac.uk/governance/>.

The outcome of the review will be communicated to the student (and a copy provided to Algebra University College). Goldsmiths will issue the student with a 'Completion of Procedure' letter if the matter is not resolved which will confirm that internal procedures have been exhausted. The letter will list the issues involved and dealt with, and the outcome, and it will inform the student of his or her right to approach the Office of the Independent Adjudicator (OIA), an independent agency established to consider complaints from students and provide with the contact details of the OIA.

The OIA will only consider a complaint once the internal procedures of both Algebra University College and Goldsmiths have been exhausted. In order to submit a complaint to the OIA a student must submit the completion of procedures letter.

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