



## Procedure for exam complaints and appeals

The procedure for exam complaints and appeals is in accordance with the current Exam Order.

### *Exam complaints*

When a complaint is received by the Faculty of Theology, an assessment is made of whether it relates to (1) legal issues or (2) the exam content. Where there are legal issues, e.g. relating to deadlines, the Faculty of Theology alone makes a ruling on the case.

If the case refers to the content of the exam, the faculty involves the internal and external examiners in the investigation. This applies if the complaint concerns the basis for the exam (the exam question and its relation to the syllabus); if it applies to the exam process; or if it is about the assessment itself. Within two weeks of receiving the complaint, (excluding July) the internal and external examiners issue a joint statement about the complaint. The complainant has one week in which to comment on the examiners' statement. The examiner is then called to a consultation of the parties on the basis of the complainant's response. The Faculty of Theology makes its ruling on the basis of the consultation responses.

The faculty's decision on matters of content is made in writing and must be justified. The ruling can result in:

- a reassessment by new examiners (excluding oral exams)
- resit, with examination by new assessors, or
- rejection of the complaint.

Typically, the decision will be based on a depiction of the exam process based on notes taken at the time, or on the argumentation in favour of the assessment. In the event of a resit or reassessment, the grade may be higher or lower than the original one. In both cases, the grade for the resit or reassessment is the one that counts.

No later than two weeks after the faculty's decision is communicated to the complainant, he or she must reply to the offer of reassessment or resit.

### *Appeals*

The faculty's *Procedure for exam complaints and appeals*, is available on the study pages on KUnet, and contains a complete description of the procedures for setting up a Board of Appeals. The complainant may submit an appeal against the decision made to the appeals board. The deadline for appeals is two weeks after receipt of the faculty ruling. Appeals must be submitted in writing to the Dean. A reason for the appeal must be given, i.e. why the faculty's ruling is incorrect.

The Board of Appeals consists of two external examiners (appointed by the Chairmanship of the External Examiners), a lecturer (who has not previously been involved in the case) and a student (usually one of the student members of the Study Board). The appeals board can:

- offer a reassessment by new examiners (excluding oral exams),
- offer a resit with new examiners, or
- reject the appeal.

The appeals board justifies its ruling in writing and notifies the faculty within two months of the appeal being lodged (excluding July). The faculty informs the complainant of the appeals board's ruling as soon as possible. The complainant must accept the offer of a reassessment or resit no later than two weeks after the Board of Appeals's decision has been communicated to them.

30 March 2016