

Overview KMU Akademie's Complaints and Appeals Procedures

KMU Akademie & Management AG (KMU) encourages students to inform it where there is any cause for concern. KMU students have the opportunity to complain if they feel there are issues concerning the quality of their learning experience and appeal against decisions related to the outcome of an assessment or their progression. Complaints and Appeals are considered by the KMU Akademie Complaints and Appeals Team. KMU's complaints and appeal procedures provide clear guidance to students for making complaints or appeals.

Complaints and appeals are treated seriously and confidentially. To learn from complaints, upheld complaints are recorded without student data and the issues are discussed within the teams with a view to improving the provision and enhancing the quality of students' learning experience.

All students enrolled in KMU Akademie/Middlesex University programmes are covered by these procedures.

KMU's complaints and appeal procedures must be exhausted before students can refer to Middlesex University's complaint and appeal regulations as specified in the University's regulations.

Complaints

A complaint is defined as an expression of dissatisfaction about matters that affect the quality of a student's learning experience, or about a standard of service provided by KMU Akademie & Management AG.

Appeals

An appeal is defined as a request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards. The legitimate grounds for appeals are set out in KMU's Assessment Regulations.

Please note:

- An (informal) clarification of the assessment (not an appeal) can be requested within 2 weeks after the provisional grade is announced on the examination portal.
- Formal appeals can only be submitted for assessments that have already been confirmed by the Assessment Board.
- The academic judgment (= professional evaluation) of the examiners cannot be contested. Appeals on such grounds will be rejected.
- Appeals/clarifications must be well-reasoned and, if applicable, must include evidence, so that they can be reviewed by the appropriate committee.

Reasons for appeals:

- There were exceptional or mitigating circumstances that the Assessment Board was not aware of at the time of the original decision.
- There was a material error either in the conduct of the module examination itself or in the processing by the ASSB that significantly influenced the Assessment Board's decision.

Procedure for Bachelor and Master's programmes

Complaints		Appeals
Informal	Early resolution swift, local, informal	Informal
<p><i>Students are dissatisfied with any element of their programme or supervision</i></p> <p>KMU CAT (Complaints and Appeal Team) will check the query. Depending on the matter, the team will liaise with the appropriate staff to clarify the matter. If necessary, the person in charge, will get in touch with the student to discuss the concern.</p> <p><i>Agreed solution</i></p>	<p><i>E-Mail to student office</i> studium@kmuakademie.ac.at</p> <p>The CAT will provide a first response within 2 working days. Informal complaints and appeals will normally be completed within 3 weeks.</p> <p>The outcome of the informal request is provided to the student in writing.</p>	<p><i>Request clarification of a provisional assessment result (not approved by Assessment Board).</i></p> <p><i>Feedback provided is not clear, deficiencies in marking process were identified.</i></p> <p>Well-reasoned requests must be submitted within 2 weeks after notification of assessment results to the student office.</p> <p>The CAT will check the request and the feedback provided by the marker. If the student's objection is justified, the marker/s will be asked to amend the feedback to clarify the assessment result.</p> <p><i>Clarification</i></p>
Formal complaints	Formal stage	Formal appeals
<p><i>Student is dissatisfied with the outcome of early resolution or early resolution is not possible or suitable.</i></p> <p>Students must use the appropriate form and set out their concerns clearly and,</p>	<p><i>E-Mail to student office</i> studium@kmuakademie.ac.at</p> <p>KMU forms for formal complaints and appeals have to be used.</p>	<p><i>Appeal against decisions (student progress, assessment and award) taken by the Assessment Board</i></p> <p>The formal appeal must be sent to KMU within 28</p>

<p>where possible, provide evidence with regard to the issue raised.</p> <p>KMU's Academic Committee will investigate the complaint and will normally ask any staff involved to comment on the complaint. Where necessary, a complaint hearing or meeting will be arranged.</p> <p>The Committee's decision is provided to the student in writing.</p>	<p>Timelines and deadlines for complaints and appeals are specified in KMU's Assessment Regulations.</p> <p>Appeal and complaints procedures will normally be completed within 90 calendar days.</p> <p>Students are notified of the outcome of the formal stage in writing. The letter shall give a clear explanation of and outlining the reasons for the decision and shall give information on students' right to take the complaint to the review stage.</p>	<p>days after notification of approved assessment results. Students must set out their concerns clearly and, where possible, provide evidence with regard to the issue raised.</p> <p>The problem must be discussed with the Chair of the AB or a nominee first. If the appeal is processed to the Assessment Board, the Board will investigate the appeal and notify the student about its decision in writing.</p> <p>The grounds for appeals are set out in KMU's Assessment Regulations</p>
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Closing the complaint at the formal stage

Students are notified of the outcome of the formal stage in writing. The letter shall give a clear explanation of and outlining the reasons for the decision and shall give information on students' right to take the complaint or appeal to the review stage.

KMU Akdemie's Complaints and Appeals procedures are now exhausted. In the event of further dissatisfaction, students can submit an complaint/appeal to MDX. MDX regulations apply.

Review of formal complaints

Review stage

Review of formal appeals

The review of a formal complaint or appeal is subject to Middlesex University's appeal and complaints procedures. Before the University's procedures can be followed, KMU's appeal and complaints procedures must have been fully exhausted.

Closing the complaint/appeal at the review stage

If the complaint is not upheld the outcome of the review stage will be communicated to the student in writing within 28 days.

OIAHE

Students have the right to submit a complaint/appeal to the OIA for review if they are not satisfied with the outcome of the review stage.

Procedure for Research Degree Programmes (DBA)

Complaints		Appeals
<p style="text-align: center;">Informal</p> <p><i>Students are dissatisfied with any element of their programme or supervision</i></p> <p>PAT will check the query and consult the supervisory team and programme leader as necessary. PL and/or advisor will get in touch with the student to discuss the concern.</p> <p>Agreed solution</p>	<p style="text-align: center;">Early resolution swift, local, informal</p> <p>E-Mail to Programme Administration Team (PAT) doktorat@kmuakademie.ac.at</p> <p>The team will provide a first response within 2 working days. Informal complaints and appeals will normally be completed within 3 weeks.</p> <p>The outcome of the informal request is communicated to the student in writing.</p>	<p style="text-align: center;">Informal</p> <p>Request clarification of a provisional assessment result (not approved by Assessment Board/Research Degrees Board).</p> <p>Well-reasoned requests must be submitted within 2 weeks after notification of assessment results to the PAT.</p> <p>The PAT will liaise with the programme leader who will try to clarify the matter with the student.</p> <p>Clarification</p>
<p style="text-align: center;">Formal complaint</p>	<p style="text-align: center;">Formal stage</p>	<p style="text-align: center;">Formal appeal</p>
<p><i>Student is dissatisfied with the outcome of early resolution or early resolution is not possible or suitable.</i></p> <p>Students must set out their concerns clearly and, where possible, provide evidence with regard to the issue raised.</p> <p>KMU's Academic Committee will discuss the complaint and will obtain statements from the supervisory</p>	<p>E-Mail to Programme Administration Team (PAT) doktorat@kmuakademie.ac.at</p> <p>KMU forms for formal complaints and appeals have to be used.</p> <p>Timelines and deadlines for complaints and appeals are specified in KMU's Assessment Regulations.</p> <p>Appeal and complaints procedures will normally be completed within 90 calendar days.</p>	<p>Appeal against decisions taken by the Assessment Board/The University's Research Degrees Board</p> <p>The formal appeal must be sent to Middlesex University's Academic Registry via KMU PAT within 1 month after publication of the assessment results.</p> <p>The grounds for appeals are set out in KMU's DBA Programme and Assessment Regulations.</p>

<p>team/programme leader as necessary.</p> <p>The Committee's decision is provided to the student in writing. Where necessary, a complaint hearing or meeting will be organised.</p> <p>The Committee's decision is communicated to the student in writing.</p>	<p>Students are notified of the outcome of the formal stage in writing. The letter shall give a clear explanation and outline of the reasons for the decision and shall give information on students' right to take the complaint to the review stage.</p>	<p>Students must set out their concerns clearly and, where possible, provide evidence with regard to the issue raised.</p> <p>The procedure for making an appeal is set out in Middlesex University's Regulations for Research Degree Programmes.</p> <p>Middlesex University will communicate the decision to the student.</p>
<p><i>Closing the complaint at the formal stage</i></p> <p>Students are notified of the outcome of the formal stage in writing. The letter shall give a clear explanation and outline of the reasons for the decision and give information on students' right to take the complaint or appeal to the review stage.</p>		
<p>Review of formal complaint</p>	<p>Review stage</p>	<p>Review of formal appeal</p>
<p><i>The review of a formal complaint is subject to Middlesex University's complaints procedures.</i></p> <p>Before the University's procedures can be followed, KMU's complaints procedures must have been fully exhausted.</p>		<p><i>The review of a formal appeal is subject to Middlesex University's appeal procedures.</i></p>
<p>Should the student wish to take the matter further, they may, within twelve months of the date of the notification that the internal procedures of the University have been completed, write to the Higher Education Independent Adjudicator. The website address is www.oiahe.org.uk.</p>		<p>Should the student wish to take the matter further, they may, within twelve months of the date of the notification that the internal procedures of the University have been completed, write to the Higher Education Independent Adjudicator. The website address is www.oiahe.org.uk.</p>