

COMPLAINT (and enquiries) PROCEDURE

University of Applied Sciences Europe Amsterdam

In this document, you will find the information necessary to submit a complaint.
The complaints procedure makes a difference between three different procedures:

- For complaints related to reviews and exams, please use the procedure "Complaint about reviews and exams"
- For complaints related to the organization University of Applied Sciences Europe (UE Amsterdam), please use the procedure "Complaint about UE Amsterdam".
- For complaints related to your study in the Netherlands as an international student, please use the procedure "Complain concerning The Code of Conduct International Students Dutch Higher Education."

If you have any questions, about the procedure or what to do, please ask us, we'd like to help you so that your complaint can be resolved quickly. You can send an e-mail to info@ue-amsterdam.com or contact your mentor.

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1 Complaint about reviews and exams

When to submit a question, objection, complaint or appeal?

QUESTION

In case you have questions or remarks about the way in which an exam question was presented, or about the assessment of an exam, assignment or thesis, you will first discuss this with the examiner and/or creator of the exam.

You may ask your **question** directly to the examiner and/or exam creator, or by sending them an email **within 10 working days** after the exam has been administered or the mark for an assignment or thesis has been received.

If you do not know who the exam creator or examiner is, you can request this information from the (student) administration.

OBJECTION

'Objection form' (see attachment 1)

You can register your objection with the **examination committee** if it concerns an exam, assignment or thesis. Also see Education and Exam Regulations (EER).

Before you can submit an objection to the examination committee, you must first have discussed the **question** with the examiner as described above. Only if – after asking the examiner – you still do not agree with the result, it is considered an **objection**.

Objection procedure

You can register your objection within 10 working days after the you have discussed the assessment of an exam, assignment or thesis with the examiner.

On the 'Objection form', you describe exactly why you do not agree with the assessment/result. You will receive a confirmation of receipt. Within 1 calendar month after receipt of the objection, you will be notified in writing (through email or regular mail) about the decision or the status of the objection you submitted.

The Examination committee can extend this period twice, by one calendar month each time. In addition, everything else you need to know is described on the standard 'Objection form'. You can make an objection to the examination committee's decision once within **10 working days**. This is only possible in case of new facts that were not yet considered in the earlier decision.

If a formal objection has been definitively denied by the examination committee, the internal procedure ends. The last appeals option is then the Appeals Tribunal for Higher Education. You can register an **appeal** with the Appeals Tribunal for Exams (College van Beroep voor Examens) of the NRTO, an organisation independent from UE Amsterdam.

The objection can be sent to UE Amsterdam by regular mail (Attn: Examination committee) or by email to (examencommissie@ue-amsterdam.com)

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APPEAL TO THE APPEALS COMMITTEE FOR EXAMS OF THE NRTO

Appeals Tribunal.

If the internal procedure for handling an objection has been completed by the examination committee and you still want to appeal, you will have to address your objection directly to Appeals Committee for exams of the NRTO (Nederlandse Raad voor Training en Opleiding). You can only register your objection there about the procedure concerning the handling of your objection by the examination committee, not about the contents of your objection.

The email address is cvbe@nrto.nl.

Please note, this committee will only consider your appeal if you submit all the information requested by them. The form and the explanation of the procedure (Dutch: het Reglement commissie van Beroep voor Examens van de NRTO) can be requested at cvbe@nrto.nl.

Read these rules carefully and beware of the response deadline. The appeals deadline is four weeks from the day after the decision was signed by the examination committee.

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2 Complaint about UE Amsterdam

COMPLAINT

'Complaint form' (see attachment 2)

If you do not agree with other matters than the result of a test (for instance, issues with the organisation, scheduling of tests and assessment, incorrect application of the rules, unjust treatment, or a lack of information), this is referred to as a **complaint**.

Complaint procedure

A complaint can be submitted to UE Amsterdam in writing by regular mail to info@ue-amsterdam.com. A complaint can be submitted using the standard '**Complaint form**'. Incomplete complaint forms or complaints otherwise submitted with incomplete information can unfortunately not be taken into consideration. The required information can be found on the standard '**Complaint form**'.

In case the complaint has not been handled satisfactorily, you can submit a request for review within **10 working days** after the decision. If your request for review of the handling of a previous complaint about the organisation by the educational management, University of Applied Sciences Europe - Amsterdam management will consider the objection (by regular mail at the attention of the management (Dutch: directie) or by e-mail at info@ue-amsterdam.com).

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3 Complaint concerning The Code of Conduct International Students Dutch Higher Education

The Code of Conduct for International Students in Dutch Higher Education details a number of agreements between universities and international students studying in the Netherlands. More specifically, it contains guidelines on how to communicate with and inform international students. The code consists for example of language requirements and an agreement on the quality of education provided to international students. Educational institutions are obliged to sign the Code of Conduct in order to grant resident permits to non-EU students. (source www.vsnu.nl). The code of conduct has been approved by UE Amsterdam.

If you have a complain regarding your study in the Netherlands, you can complain at the **National Commission Code of Conduct**.

The National Commission monitors compliance with the Code of Conduct. Members of the National Commission are appointed by the Dutch Association of Universities (VSNU), the Association of Universities of Applied Sciences and the Dutch Council for Training and Education. The president of the commission is always an autonomous person. (source https://www.vsnu.nl/en_GB/code-int-stud.html)

What the Code of Conduct international students in Dutch Higher Education means and who, when, why and how a complaint can be lodged by the National Commission you can find here. On the second website will find two films with a step by step explanation.

<https://www.internationalstudy.nl/documenten/gedragscode-en-reglementen/?lang=en>

<https://www.internationalstudy.nl/?lang=en>

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Attachment 1

Objection Form UE Amsterdam

Attn: Examination committee

examencommissie@ue-amsterdam.com

General Data

Objection subject _____

Date of submission _____

Surname applicant _____

First name applicant _____

Recent email address _____

Phone number _____

Year of study and group _____

When has there been previous contact
about this subject and with whom?

Please include response to/documentation of previous contact

Received (to be filled in by administration) _____

**Concrete and specific description of the reasons for the objection
with a supporting explanation.**

Always keep a copy of the documents Do not forget the attachments in support of your complaint!



Complaint Form UE Amsterdam

Attn: onderwijsmanagement
examencommissie@ue-amsterdam.com

General Data

Complaint subject _____

Date of submission _____

Date of incident (if applicable) _____

Surname applicant _____

First name applicant _____

Recent email address _____

Phone number _____

Year of study and group _____

Has there been previous contact with
UE Amsterdam about this subject?
If yes, with whom and when? _____

Received (to be filled in by administration) _____

Short description complaint

Request or suggested solution