

# NAVITAS University Pathways Europe (UPE)

## Student Complaints and Academic Appeals Form QS10



### 1 INTRODUCTION

Please submit this form to the Navitas UPE Academic Registry no later than 2 months after the issue that you are complaining about has occurred, or within 2 months of the publication of the Module Panel or Assessment Board result or decision that you are appealing.

The Navitas UPE regulations for Academic Appeals and Complaints are detailed in the NPR QS10a (Student Complaints) and QS10b (Academic Appeals) policies. Please read them before filling in this form.

Please send this completed form along with any additional supporting evidence to '**UPE.AcademicRegistry@Navitas.Com**' within the two-month timescale. You shall normally receive an acknowledgment of receipt within 5 working days.

### 2 DETAILS

Name (or Names if this is a Group Complaint):	Student Number:
Telephone Number:	Email Address:

### 3 COMPLAINT OR APPEAL?

This form covers both the Navitas UPE Academic Appeals and Complaints Procedures.

A complaint relates to the standard of service provided by Navitas and can cover admissions to the programme, the quality of the academic programme or teaching materials, teaching, support services or accommodation services.

An appeal is a request to review a decision that has been made by a Module Panel or Assessment Board, e.g. a mark or progression decision.

Please indicate whether you think this is a Complaint or an Appeal by ticking (✓) one of the boxes below. If it falls into both, please tick both boxes.

Complaint  Appeal\*

\*An Appeal can be based on one or more grounds. If you think your dispute relates to one or more of these, please tick all applicable boxes.

a) there was a procedural irregularity or administrative error in the assessment process

b) the academic judgment was biased

c) the academic body was unaware of mitigating (extenuating) circumstances, which may have affected the outcome, when it has made its assessment decision

#### **4 NATURE AND DETAILS OF THE APPEAL OR COMPLAINT**

Please outline the details of the complaint or appeal that you are making. Make sure that you include information on all of the steps that you have taken so far.

#### **5 INFORMAL STAGE**

Please indicate which steps you have already taken to resolve this complaint informally and why you are unhappy with the outcome of this stage of the process.

#### **6 YOUR DESIRED OUTCOME**

Please indicate what you would like to achieve in making this formal complaint or appeal.

#### **7 YOUR EVIDENCE**

Please list all evidence that you are providing in support of your complaint or appeal. This may include attachments of documents, email correspondence or excerpts from relevant regulations.

**8 YOUR EVIDENCE (If you cannot provide evidence, please explain why you cannot in the below box)**

**9 DECLARATION**

**Please read and then acknowledge each of the statements below by ticking the corresponding box.**

• I have read the Navitas NPR QS10a Complaints/ QS10b Appeals Procedure (delete whichever is not applicable)	<input type="checkbox"/>
• I understand that the Navitas may need to process personal details about me, which could include sensitive information, in order to investigate my Complaint or Appeal	<input type="checkbox"/>
• I understand that Navitas may need to discuss this matter and exchange information with members of staff of the College and/or Partner University	<input type="checkbox"/>
• This matter has not been referred to a Court, Tribunal or any other party such as the OIAHE. I will inform you immediately if this changes.	<input type="checkbox"/>
• The information I have given on this form is true, correct and complete, to the best of my knowledge	<input type="checkbox"/>

**Name:**

**Date:**