

APPEALS AND COMPLAINTS POLICY

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INTRODUCTION

British University Vietnam (BUV) provides formal mechanisms through which students may seek review of academic decisions or raise concerns regarding their experience at the University.

This Appeals and Complaints Policy establishes the principles governing academic appeals and student complaints, ensuring that such matters are considered in a structured, impartial, and timely manner.

PURPOSE

The purpose of this Policy is to define the institutional approach to managing academic appeals and student complaints for students enrolled in BUV's own degree programmes.

It sets out the basis on which appeals and complaints may be submitted, considered, and resolved, ensuring due process, confidentiality, and compliance with applicable Vietnamese higher education regulations.

This Policy safeguards the integrity of academic decision-making while ensuring students have access to appropriate review and redress mechanisms.

ABBREVIATIONS

BUV	–	British University Vietnam
ASSA	–	Academic Services and Student Administration
UCAA	–	University Compliance, Audit and Accreditation
MOET	–	Ministry of Education and Training (Vietnam)

A. SCOPE AND APPLICATION

1. This Policy applies to all students enrolled in BUV Own Degree programmes.
2. It governs:
 - complaints relating to academic and non-academic matters concerning BUV services; and
 - appeals against academic decisions, including but not limited to assessment outcomes, progression decisions, and final awards.

3. Students enrolled in partner university programmes shall be subject to the appeals and complaints procedures of the relevant partner institution.

4. This Policy is issued in accordance with applicable Vietnamese higher education regulations. Where subsequent regulatory changes take precedence, the University shall amend this Policy accordingly.

5. This Policy operates in conjunction with the Exceptional Circumstances Policy, the Grade Review Policy, and other relevant academic regulations.

B. DEFINITIONS

For the purposes of this Policy:

1. *Appeal* means a request for a review of an academic decision relating to assessment, progression, or award. An appeal concerns the outcome of a decision, not dissatisfaction with the process by which the decision was reached.

2. *Complaint* means an expression of dissatisfaction regarding the University's action, inaction, or the standard of service provided by or on behalf of the University.

3. *Academic Decision* means a decision made by academic staff, departments, or formally constituted academic bodies concerning assessment, progression, award, exceptional circumstances, or academic conduct.

4. *Day* means a working day, defined as Monday to Friday, excluding public holidays and officially designated University closure days.

C. POLICY PRINCIPLES

1. British University Vietnam (BUV) is committed to handling appeals and complaints according to the following principles:

Fairness: All appeals and complaints will be handled impartially, with appropriate independence in the decision-making process. Those investigating or deciding on appeals or complaints will do so without bias and based on the evidence presented.

Timeliness: BUV aims to resolve appeals and complaints as quickly as possible. Clear timelines are established at each stage of the procedures.

Transparency: The procedures for appeals and complaints are clear and accessible to all students. Outcomes and reasons for decisions will be clearly communicated.

Support: Students have the right to be accompanied by a supporter (a fellow student, friend, or family member) in meetings related to appeals or complaints. The supporter's role is to provide moral support and cannot speak on behalf of the student.

Confidentiality: All appeals and complaints will be handled confidentially, with information shared only with those who need to know for the purposes of investigation and resolution.

Accessibility: The procedures are designed to be accessible to all students, including those with disabilities or specific learning needs. Students requiring reasonable adjustments should contact ASSA.

Learning: BUV views appeals and complaints as an opportunity for institutional learning and improvement of services and academic quality.

D. APPEALS AND COMPLAINTS REGULATIONS

The following regulations set out the requirements governing the submission, consideration, investigation, determination, and review of complaints and academic appeals under this Policy.

1. Complaints

1.1. If an informal resolution has been attempted and is unsuccessful, or where informal resolution is not appropriate in the circumstances, students may submit a formal complaint.

1.2. A formal complaint must be submitted in writing within 15 working days of the incident giving rise to the complaint, or within 15 working days of the conclusion of any informal resolution attempts.

The complaint must clearly set out the nature of the concern, the relevant facts, and include any supporting documentation upon which the student intends to rely.

Complaints relating to partner institutions or the Students' Union shall be considered under the respective procedures of those bodies.

1.3. Upon receipt of a formal complaint, an independent officer shall be appointed to review the matter. The officer may gather relevant evidence,

consult appropriate parties, and where necessary invite the student to attend a meeting to clarify the issues raised.

A formal written response shall normally be issued within 30 working days of receipt of the complaint, subject to the complexity of the issues raised and the extent of investigation required. Where additional time is necessary, the student shall be informed accordingly.

If the student is dissatisfied with the outcome, they may request a review of the complaint decision within 10 working days of the notification. The request for review must clearly state the grounds relied upon, which may include procedural irregularity, unreasonableness of the outcome, or the existence of new material evidence.

1.4. A review shall be conducted by a senior manager who was not involved in the original decision. The review shall focus on whether the complaint was considered in accordance with this Policy and principles of procedural fairness.

The outcome of the review shall normally be communicated within 20 working days of receipt of the review request.

2. Appeals

2.1. Appeals shall be accepted only on one or more of the following grounds:

- Procedural irregularity in the assessment or progression decision.
- Exceptional circumstances that were not previously considered and which may have materially affected the decision.
- Evidence of bias or unfair treatment.

Appeals based solely on disagreement with academic judgement shall *not* be accepted.

2.2. Appeals must be submitted in writing within 10 working days of the publication of results or notification of the academic decision.

The appeal must clearly state the grounds and be supported by relevant evidence.

2.3. Appeals shall be considered by a senior academic, together with a panel independent of the original decision-making body.

Possible outcomes may include upholding the appeal, offering reassessment opportunities where appropriate, or confirming the original decision.

2.4. The appeal decision shall normally be communicated within 30 working days of receipt of the appeal, subject to the complexity of the issues raised and the extent of investigation required. Where additional time is necessary, the student shall be informed accordingly.

Students may request a review of the appeal decision within 10 working days of notification, on grounds consistent with those applicable to complaint reviews.

The outcome of the review shall be final within the University and shall normally be communicated within 20 working days of receipt of the review request, subject to the complexity of the matter and any further investigation required.

E. GOVERNANCE AND ADMINISTRATION

1. The following roles and responsibilities apply in the implementation of this policy:

- *Students* are responsible for raising concerns promptly, providing accurate and relevant evidence, and engaging in the process in a respectful and constructive manner.
- *University Compliance, Audit and Accreditation* shall manage the complaints and appeals process, ensure adherence to timelines, and maintain appropriate records.
- *University Compliance Officer* shall conduct investigations impartially and prepare formal reports.
- *Senior Managers and Appeals Panels* shall review decisions fairly, independently, and in accordance with this Policy.

2. All personal data relating to appeals and complaints cases shall be processed in accordance with applicable data protection legislation and BUV's Data Protection and Privacy Policy. Students have the right to access their personal records and to request correction of any inaccurate information.

3. All appeals and complaints will be handled confidentially. Information will be shared only with those who need to know for the purposes of investigation and resolution.

4. UCAA is responsible for maintaining a centralised register of all appeals and complaints cases, including case files containing relevant submissions, evidence, meeting minutes, decisions, and formal correspondence.

REFERENCES

No	Related policies, procedures and documents
1	Exceptional Circumstances Policy
2	Grade Review Policy
3	Academic Conduct Policy
4	Student Handbook