

BUV OWN PROGRAMMES

APPEALS AND COMPLAINTS POLICY

1. PURPOSE.....	3
2. SCOPE	3
3. DEFINITIONS	3
4. GENERAL PRINCIPLES.....	4
5. COMPLAINTS PROCEDURE.....	5
6. APPEALS PROCEDURE.....	5
7. ROLES AND RESPONSIBILITIES	6
8. REVIEW PROCESS AND DECISIONS	6
APPENDIX: RELATED POLICIES, PROCEDURES AND DOCUMENTS.....	7

DOCUMENT HISTORY

Version	Author	Approved by	Date
1.0	University Compliance, Audit and Quality Assurance		

1. PURPOSE

British University Vietnam (BUV) is committed to providing a high-quality educational experience for all students. This policy sets out the procedures for students to raise concerns about academic decisions (appeals) or about aspects of their experience at the University (complaints).

The purpose of this document is to ensure that student concerns are addressed fairly, consistently, and transparently, with the aim of maintaining academic standards while supporting student experience.

2. SCOPE

- a. This policy applies to all students enrolled in BUV Own Degree programmes.
- b. It covers complaints about academic and non-academic matters related to BUV services and appeals against academic decisions such as assessment outcomes, progression, or awards.
- c. Students enrolled on partner university programmes must follow the complaints and appeals procedures of the relevant partner institution.
- d. This policy is developed in compliance with Vietnamese higher education regulations and will be updated accordingly should new regulations take precedence.
- e. This policy works in conjunction with the Exceptional Circumstances Policy and the Grade Review Policy to ensure a holistic and fair approach to academic decision-making.

3. DEFINITIONS

3.1. Abbreviations

Abbreviation	Definition
BUV	British University Vietnam
ASSA	Academic Services and Student Administration
UCAQA	University Compliance, Audit and Quality Assurance

3.2. Terminology

Term	Definition
Appeal	A request for a review of an academic decision relating to student progression, assessment, or award. Appeals challenge the outcome of a decision that has been made, not the process by which the decision was made.
Complaint	An expression of dissatisfaction about the University's actions, inaction, or standard of service provided by or on behalf of the University.
Academic Decision	A decision made by academic staff, departments, or academic bodies regarding student assessment, progression, award, exceptional circumstances or academic conduct.
Day	All days in this procedure are working days (from Monday to Friday, excluding public holidays & school closing days).

4. GENERAL PRINCIPLES

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

- a) **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.
- b) **Timeliness:** BUV aims to resolve appeals and complaints as quickly as possible. Clear timelines are established at each stage of the procedures.
- c) **Transparency:** The procedures for appeals and complaints are clear and accessible to all students. Outcomes and reasons for decisions will be clearly communicated.
- d) **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.

e) **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.

f) **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.

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

5. COMPLAINTS PROCEDURE

5.1. Complaint submissions

- If an informal resolution is unsuccessful or inappropriate, students may submit a formal complaint.
- Complaints must be submitted within 15 working days of the incident or the conclusion of informal attempts.
- Complaints must include clear details and supporting evidence.
- Complaints about partner institutions or Students' Union services should be directed at the respective procedures.

5.2. Investigation and Outcome

- An independent officer will review the complaint, gather evidence, and may invite the student to a meeting.
- A formal written response will be issued within 30 working days of receipt of the complaint.
- If dissatisfied, students may request a review of the complaint decision within 10 working days, citing procedural irregularity, unreasonableness, or new evidence.

5.3. Review Process

- A senior manager, independent of the original decision, will conduct the review, focusing on procedural fairness.
- The outcome of the review will be communicated within 20 working days.

6. APPEALS PROCEDURE

6.1. Grounds for Appeal

Appeals are accepted only on the following grounds:

- Procedural irregularity in the assessment or progression decision.
- Exceptional circumstances not previously considered.
- Evidence of bias or unfair treatment.

Appeals based solely on disagreement with academic judgment will not be accepted.

6.2. Submission

- Appeals must be submitted in writing within 10 working days of the release of results or decision notification.
- Appeals must be supported by relevant evidence.

6.3. Consideration

- Appeals will be considered by a senior academic with a panel independent of the original decision.
- Possible outcomes include upholding the appeal, offering reassessment opportunities, or confirming the original decision.

6.4. Outcome and Review

- The appeal decision will normally be communicated within 30 working days.
- Students may request a review of the appeal decision within 10 working days on grounds similar to complaints reviews.
- The review decision will be final internally and communicated within 20 working days.

7. ROLES AND RESPONSIBILITIES

- a. Students:** Responsible for raising concerns promptly, providing evidence, and engaging in the process respectfully.
- b. University Compliance, Audit and Quality Assurance:** Manages the complaints and appeals process, ensures timelines are met, and maintains records.
- c. University Compliance, Audit and Quality Assurance Officer:** Conduct impartial investigations and prepare reports.
- d. Senior Managers/Appeals Panels:** Review decisions fairly and impartially.

8. REVIEW PROCESS AND DECISIONS

All information provided during complaints and appeals will be handled confidentially and in accordance with BUV's Data Protection Policy.

Appendix: Related policies, procedures and documents

No	Name of document
1	Exceptional Circumstances Policy
2	Grade Review Policy
3	Academic Conduct Policy
4	Student Handbook