

Appeals and Complaints Policy

At Université Paris Dauphine – PSL, London, we are committed to providing a high-quality educational experience for all our students, this is reflected in our excellent academic, administrative and pastoral support services. Our aim is for every student to be satisfied with their experience at Dauphine. In the unlikely event that a problem does arise and students wish to express their concern or dissatisfaction with aspects of Dauphine London or the quality of services provided we have the following procedures available.

We encourage students and applicants to provide feedback on their experience of our services. We are committed to offer the best quality services and take all student complaints seriously.

1. How the complaints from current students are managed

1. In the first instance, the student should see the relevant staff member (academic or non-academic) to discuss the issue with them in an informal manner. This can be done by speaking to or emailing the staff member to arrange a suitable time and should normally done during their office hours. Most issues can be simply and successfully resolved through such a discussion, using polite and clear communication.

2. If this does not resolve the issue for any reason, the next step is to arrange a meeting at the earliest opportunity with:

- the Module Leader and/or the Subject Area Academic Lead if it is an academic complaint.
- the Senior Programmes Administrator if it is an administrative complaint.
- the Finance Officer if it is a financial complaint (tuition fees, bursary).
- the Education Coach if it is a pastoral support complaint.

This is normally to be arranged during office hours.

3. If the matter has still not been resolved successfully, **the student needs to complete the student complaint form** (appendix 1) and email this, along with a meeting request, to:

- the Programme Director to discuss further any academic complaint.
- the Managing Director to discuss further any non-academic complaint - including pastoral support, refund and compensation complaint.

An appointment will be proposed - usually within 7 days.

Academic complaint: depending on the outcome of the discussion with the Programme Director, the student can decide to ask for a hearing during the next Academic Board.

Non-academic complaint: depending on the outcome of the discussion with the Managing Director, the student can decide to ask for a hearing during the next Board of Directors.

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|--|----------------|------------------------------------|-----------------------------------|
| Document: Appeals and Complaints Policy | | Version: V2 | Authorised by: Board of Directors |
| Original issue date: 19 December 2019 | | Latest review: 25 June 2021 | Owner: Managing Director |
| Public use: yes | Staff use: yes | Students use: yes | Next review date: June 2022 |
| Approval from the Academic Board required: yes | | Academic Board approval: June 2021 | |

We believe that our internal complaint's procedure will lead to the resolution of all the student's complaints. However, Université Paris Dauphine – PSL, London is currently considering subscription to the Office of Independent Adjudicator (OIA) in order to provide an external review of individual complaints by students. Further details can be found on the OIA website at www.oiahe.org.uk.

2. How the complaints from applicants/prospective students are managed

Applicants can make a complaint if they are not satisfied with the service delivered during the admission process or if they suspect a material error was made in handling their application. They should email the Senior Programmes Administrator:

- at bachelorlondon@dauphine.psl.eu for the BEM programme or
- at dauphinelondon@dauphine.psl.eu for all other programmes within 14 days from the admission decision notification.

The email needs to provide all the information required for investigation. The applicant may be asked to provide further details, documents or to answer questions in order to facilitate the investigation. We aim to investigate all complaints from applicants/prospective students within 21 days. However, it may take longer in complex situations.

In all circumstances, an answer will systematically be provided by email to the applicant.

3. Appeals

3-1 Appeal on admission decision

Regarding admission decisions there is no right of appeal against such decisions. However, if a candidate has not been selected, he/she can email requesting the reason he/she was not selected to:

- the President of the Université Paris Dauphine – PSL regarding an admission refusal to the Bachelor's in Economics and Management (the programme leading to the award of the Université Paris Dauphine - PSL Bachelor's in Organisation Sciences - *Licence Sciences des Organisations* degree)
- the Programme Director regarding an admission refusal to any other programme.

A reply will be sent by email.

3-2 Academic Appeal

The decision of the Examination Board (Jury) is final, for both the first and the second session and appeals can only be made against unfair treatment or assessment irregularities. These include:

- Incorrect or misleading information about assessment tasks and requirements in assessment briefs
- Lack of information about presentation of work for assessment (word counts, format, etc.)

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- Uncertainty about submission deadlines
 - Inappropriate conduction of continuous assessment/exams (disturbance, not following correct exam procedures, uncertainty over time allowed)
 - If students are eligible for differences in assessment due to their individual needs and these needs are not met.
1. The student needs to arrange an appointment with his/her lecturer to discuss any issue. If this concerns the final exam, the appointment must be scheduled within a period of two months of the Examination Board. The student can see his/her final exam paper during the appointment.
 2. If the student is not satisfied with the outcome of said meeting, he/she can decide to lodge an academic appeal by filling an **Academic Appeal form** (appendix 2) for the attention of the Programme Director.
 3. The student will have the opportunity to meet with the Programme Director, the Module Leader and the Lecturer within 7 business days.
 4. If the matter has still not been resolved, a student can ask for a hearing at the next Academic Board (or if the matter is urgent, there is the possibility of an *ad hoc* Academic Board being arranged).

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Appendix 1: STUDENT COMPLAINT FORM

1. YOUR DETAILS (Please use BLOCK LETTERS)

| | |
|---------------------|--------------------|
| Full name: | Student ID number: |
| Email: | Contact phone no.: |
| Programme of study: | |
| Programme year: | |

2. COMPLAINT

Summarise the nature and the substance of your complaint, it is important to be as clear as possible and include all relevant information you feel will help us to understand your complaint fully.

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3. PREVIOUS ACTIONS

Explain here any efforts which have made to resolve the matter informally and why you are not satisfied with the response(s) you have received so far. Please include the name of the person you met or spoke to. Include with this form a copy of the last response you received, and copies of any other relevant correspondence.

4. OUTCOME

Please state below the outcome you are seeking and how you envisage your complaint might be resolved:

5. STUDENT DECLARATION

- I confirm that the information I have given is true and accurate to the best of my knowledge
- I have enclosed a copy of the last response I received and other relevant supporting documents

| | |
|------------|-------|
| Signature: | Date: |
|------------|-------|

Receipt of the form will be logged and acknowledged within 10 days. If you do not hear from someone in that time, contact the Managing Director at cecile.sansalone@dauphine.psl.eu

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Appendix 2: ACADEMIC APPEAL FORM

1. YOUR DETAILS (Please use BLOCK LETTERS)

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|---------------------|--------------------|
| Full name: | Student ID number: |
| Email: | Contact phone no.: |
| Programme of study: | |
| Programme year: | |

2. APPEAL

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| Module title: | Semester: |
| Module Leader name: | Session: |
| Date of meeting with Lecturer: Attendee(s): Outcome of the meeting: | |

Nature of the appeal:

- Incorrect or misleading information about assessment tasks and requirements in assessment briefs
- Lack of information about presentation of work for assessment (word counts, format etc.)
- Uncertainty about submission deadlines
- Inappropriate conduction of continuous assessment/exams (disturbance, not following correct exam procedures, uncertainty over time allowed)
- Student eligible for differences in assessment due to their individual needs (if these needs are not met).

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Please summarise the substance of your appeal:

3. STUDENT DECLARATION

- I confirm that the information I have given is true and accurate to the best of my knowledge
- I have enclosed a copy of the last response I received and other relevant supporting documents

| | |
|------------|-------|
| Signature: | Date: |
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4. ACTION TAKEN BY DAUPHINE LONDON (to be completed by an authorised academic staff member)

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|------------|-------|
| Signature: | Date: |
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