

You **CANNOT** complain about a grade.
You can complain about the **CONDUCT** of the exam
within **2 WEEKS** of the grade being announced.

The organisation may include for example:

- Not enough time during the exam
- Incorrect invitation to the commission exam
- Complications in the exam process



First Contact

1

Get in touch with your student representatives (STV & year representatives) on campus or contact the **Education Policy Department** of the ÖH (BiPol). The BiPol can provide you with further information and support.

Contact: bipol@oeh.fh-ooe.at

Couldn't find a solution?

You can escalate your complaint further

Escalation to Head of Studies

2

Send your **written** complaint to the head of your academic programme within **2 weeks**. Refer to the paragraph in the statutes: "*In accordance with section 10 of the statutes of the FH Upper Austria*" in order to be legally and formally protected.

Document: [Section 10 - FH Upper Austria Statutes](#)

The head of your academic programme / course can accept or reject your complaint.

Decision on the complaint

3

The head of your academic programme / course must provide you feedback on the decision and give you the **opportunity to object**.

If the decision on your complaint is **negative**, you can submit an **official objection** in step 4.

Once you have received feedback, you have either been proven right or you can submit an objection.

Objection to the Academic Board

4

You can submit your **official objection** in **written form** to the FH Upper Austria Academic Board within **2 weeks** of receiving your feedback. The Academic Board will contact the Dean's Office of your campus and instruct them to find a solution. You will be informed about this.

Academic Board Contacts:

Gustav.Pomberger@fh-ooe.at

Veronika.Hofinger@fh-ooe.at

No consensus on a solution at the Dean's level?
The Academic Board can help.

Final Decision

5

The **committee for complaints** is instructed by the Academic Board and will make a **final decision**.

You will be informed in this case as well.