



# Student Appeal and Complaint Policy

## DOCUMENT INFORMATION

Status: Approved by AIC Senior Management Committee

Responsible for implementation: AIC Academic Head

Responsible for review: AIC Dean

Current version review date: May 2025

## Version Control

| History of amendments | Version/ pages/ section affected | Summary of changes |
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| Last amended May 2023 |                                  |                    |
|                       |                                  |                    |

The individuals or group responsible for this document have the authority to make changes to it whenever necessary. In the event of any amendments, all relevant personnel will be duly notified.

The document can be found on the AIC website at the following link:

<https://www.aicedu.lk/academic-progression.php>

## Purpose

To establish the structure and assign responsibility for management of Complaints and Appeals made by Students in order to promote the timely and fair resolution of issues.

AIC Campus has instituted the following procedures for student complaints and adheres to these procedures. Students who are currently registered, enrolled, studying and graduated are free to submit written complaints and appeals. Appeals and complaints are dealt with fairly and judiciously on a case-by-case basis. Students have the right of complaint and appeal in the following instances:

AIC is committed to pursuing high standards for student assessments and opportunities for appeal and complaint with appropriate allocation of resources in order to implement this Policy fully, to the best of our abilities. This Policy Statement is to be reviewed according to necessity, as well as periodically every two years.



Honorary Dean

08/05/2023

## Aims

**Student Conduct** - Appeal Process you have a right to appeal the decision that was made by the Student Conduct Office. This appeal will go to the Dean of AIC Campus. Please remember that requests for appeal must be submitted within (24) twenty-four hours of receiving notification of the final decision letter. After the twenty-four hour window has passed, the decision will become final and is not subject to further review within the AIC Campus.

**Transfer Credit Appeals** - Transfer students have the right to appeal transfer credit decisions made by the Office of the Registrar. The student must write a letter of appeal accompanied by any additional documentation requested by the Office of the Registrar. The appeal will be reviewed by the appropriate academic department with additional documentation and the student will be notified of the decision rendered.

**Course Appeals** - A student who has an unresolved issue in a course is encouraged to appeal to the Dean of the discipline of the course. If the student is unable to meet with the Dean, he may meet with the Registrar to receive assistance in bringing a resolution.

**Advising Appeals** - A student who has an unresolved issue and has not received satisfactory answers from his/her assigned Faculty Academic Advisor related to degree completion, transfer of credit, advising questions or non-response, may appeal to the Dean of AIC Campus. A meeting appointment will be set up promptly to consider the student's unresolved issues, with the goal of successful degree completion.

**Appeal of Academic Suspension** - A student may appeal an academic suspension to the Academic Head of AIC Campus if there are valid extenuating circumstances that contributed to the poor academic performance. The student must submit a written appeal with supporting documentation addressed to the Head of Academic AIC Campus in care of the Registrar within one week of notice of pending suspension. If the appeal is granted, the student will be allowed to continue enrollment without a period of suspension or will be readmitted after the student has completed a period of suspension.

**Late Registration** - After the deadline is permitted only by the permission of the Registrar and requires a written appeal.

**Grades and Quality Points** - Students who wish to appeal a grade must do so within the immediate succeeding semester. Otherwise, the recorded grade is permanent and can be changed only by repeating the course.

**Non-Academic Student Complaint/ Appeal Process** - Students with a complaint or problem concerning student life that is non-academic in nature should go to the Student Welfare Coordinator. Financial problems, questions and issues regarding student accounts should be addressed to Head of Finance at AIC Campus. Students are welcome to visit the Student Welfare Coordinator to get help with solving issues, including financial, residential, or academic when the student is unsure of where to go for a resolution.

The following principles apply to Student Complaints and Appeals:

- Students will have access to a process for resolving Complaints and Appeals;
- The AIC Campus will uphold appropriate standards;
- Where informal resolution of a student's concern is not possible or is inappropriate, a Complaint may be made or an Appeal may be lodged;
- The timeframes in which Complaints can be made and Appeals can be lodged are set out in the appropriate procedures;
- Confidentiality will be reasonably maintained. If personal information is required to be released this will be done in accordance with the AIC Campus Privacy Policy.
- There will be an investigation and resolution process established for each Complaint Type;
- Appeals will be heard by the relevant committee and a process established for each Appeal Type;
- The Complaint and Appeal resolution processes will apply the principles of natural justice and procedural fairness;
- AIC Campus will aim to resolve all Complaints and Appeals in a fair, impartial, consistent, respectful and timely manner;
- Students normally will not suffer any form of disadvantage as a result of making a Complaint or Appeal;
- Students will be kept informed of the progress of their Complaint or Appeal;
- Outcomes and decisions in relation to a Complaint or Appeal will be communicated to all relevant parties as soon as is practicable;
- The AIC Campus Appeals Panel is the highest appeal body of the Campus and the decisions the Dean makes, based on its recommendations, are final. The Dean of AIC Campus will only refer matters to the University Appeals Panel if all other avenues of resolution have been exhausted;
- Records will be kept of all Complaints and Appeals in the AIC Campus formal recordkeeping system.

- A Student has the right to refer their Complaint or Appeal to an external agency preferably only after exhausting all of the avenues of resolution available within the AIC Campus.