

Section 10.

Complaints regarding student-related matters at FH Upper Austria

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1. First instance

- (1) The initial point of contact for complaints regarding student-related matters is the relevant programme director.
- (2) In accordance with section 21 University of Applied Sciences Act, complaints must be made in writing within two weeks of the circumstances that gave rise to the complaint. If the appeal concerns failed examinations or courses with continuous assessment, the appeals period is extended to two months. For oral examinations or examinations before a committee, the period of two weeks specified in section 21 University of Applied Sciences Act applies.
- (3) Within a reasonable time, the programme director will inform the complainant in writing of their decision and the options for appealing the decision.

2. Second instance

- (1) Appeals against decisions of programme directors must be submitted to the Academic Board within two weeks of the decision, in accordance with section 10(3)(11) University of Applied Sciences Act. The Academic Board will then contact the dean's office concerned within a reasonable time and inform the complainant that it has done so. A representative of the dean's office will then take steps with a view to reaching an amicable solution.
- (2) If an amicable solution is reached, the Chair of the Academic Board will inform the complainant of this decision in writing.
- (3) If an amicable solution cannot be reached, the Chair of the Academic Board will refer the matter to the working committee responsible for handling complaints and inform the individual who lodged the appeal about the next steps in the complaints procedure. The Academic Board must reach a final decision within a reasonable time.

3. Entry into force

- (1) Pursuant to the Academic Board resolution of 31 May 2023, and following approval by the provider, FH OÖ Studienbetriebs GmbH, represented by the University President, the section of the statutes "Complaints regarding student-related matters at FH Upper Austria" will enter into force on 1 September 2023.