

Checklist:

How do you write an exam complaint



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2 Make sure the formalities are in place

If the faculty can receive your complaint on a web form, you will be asked to fill out the relevant information in that web form.

If there is no form available on your [study information page](#), we recommend that you state your name, grade, the title of the exam and name of the course coordinator in your complaint.

5 Consult The Student Ambassador

We can read your submission and provide input in relation to how you have described above items. [Please contact us!](#)

1 Know the deadline and where to submit the complaint

For exam complaints, the deadline is 14 days from the date on which you are informed of the result.

Each faculty has a unit in its student administration that deals with exam complaints.

Find the Faculty's complaint instructions and contact information on your [study information page](#) at KUnet > Exams > Grades and complaints > Complaint options.

What is a legal issue?

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Particularly in connection with oral exams

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3 Describe what you are complaining about and what you want to achieve

Define if you complain about:

- The exam result
- The basis for the exam
- The way the exam was conducted
- So-called legal issues

Describe the reasons why.

State in the beginning whether you want a new assessment or a re-examination. Both will always be carried out by new examiners.

Error before or during the exam?

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4 State the academic justification for your complaint

If you complain about the exam result or the basis for the exam, you must justify the complaint academically. We recommend that you compare your exam with, for example:

- The course description and description of the course objectives
- The syllabus
- [The grading scale](#)
- The post-exam guidelines for answering the exam questions.

The study administration makes the decision. The case worker does not have the professional insight into your exam. Therefore make sure to unfold your arguments, so that the case worker has a specific basis on which to judge the complaint as possible.

6 Submit the complaint on a web form

Most faculties has a web form available for exam complaints. Look on your [study information page](#). If this doesn't go for your faculty, you should send the complaint from your UCPH e-mail.

Know the process from start to finish

[READ MORE](#)