How do you write an exam complaint?

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.
   - Details of who to contact are available on your study page.

2. Make sure the formalities are in place
   - If you file a complaint on a web form, you will be asked to fill out the relevant information.
   - If there is no form available on your study page, you must remember to state your name, grade, the title of the exam and name of the course organiser in your complaint.

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 whether you wish a new assessment or a re-examination. Both will always be carried out by new assessors.

4. State the academic justification for your complaint
   - If you complain about the exam result or the basis for the exam, you must justify complaint academically. This allows you to compare your exam with, for example:
     - The course description and description of the course objectives
     - The syllabus
     - The grading scale
     - The instructions for answering the exam question(s).
   - 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.

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!

6. Submit the complaint on a web form
   - Most faculties have web forms available for exam complaints. Look on your study page. If this doesn’t go for your faculty, you should send the complaint from your UCPH e-mail.

What are legal issues?

Particularly in connection with oral exams

Error before or during the exam?

Know the process from start to finish

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https://intranet.ku.dk/Sider/AlleEnheder.aspx

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