

University of Limassol (UoL) Complaints & Appeals Procedure for Course Marks

Timeline:

- Students typically have **two weeks** from the day they receive their official course marks to initiate the appeals process.

Steps:

1. **Informal Discussion:** Students initially attempt to discuss their concerns with the course instructor directly. This allows the instructor to clarify any misunderstandings or identify potential errors. The initiation of this informal discussion should be done in writing via email.
2. **Formal Appeal:** If the student is dissatisfied from the informal discussion and the issue remains unresolved they can file a formal appeal in writing to the Academic Registrar outlining the specific reasons for the appeal.

Valid grounds for appeal typically include:

- **Factual Errors:** This could involve errors in grade calculation, missing assignments incorrectly marked as absent, or mistaken identity.
- **Objective Measure Discrepancies:** If there's a clear discrepancy between the student's performance on an assignment (e.g., an exam score) and the grade received, this can be grounds for appeal.
- **Misalignment with Rubrics:** If the instructor's feedback or marking does not seem to align with the established course rubrics (grading criteria), this can be a point of contention.

University Response:

- The university typically has **two weeks** to respond to the student's appeal. This may involve the instructor reevaluating the grade, a review by an independent marker, a departmental committee, or a mediation process.
- The student will receive a written notification of the appeal's outcome.

Additional Considerations:

- Students should keep copies of all relevant documents (marked assignments, rubrics, emails with professors) throughout the appeals process.
- It is advisable for students to seek guidance from academic advisors or student support services when navigating the appeals process.