**MSM Complaint Form for inspection**

*The official language of MSM-SBE programs for teaching and examinations is English.*

*Please submit this complaint form and supporting evidence (if any) in English.*

|  |
| --- |
| If, during the inspection of an examination, students disagree with the grading, they can lodge a motivated complaint regarding the assessment.  In case the Course Instructor is not available for the inspection, the student may fill out this “Complaint Form” (*which will replace the inspection with the Course Instructor*).  The student must motivate clearly, per question or assessment criteria, why (s)he disagrees with the assessment. The motivation should relate to the substance of the examination and/or address the way in which the examination has been assessed by the Course Instructor. The motivated arguments put forward in a complaint should convince the Course Instructor whether there is a reason to believe that the grade is not correct. Only “motivated” arguments are taken into consideration.  The MSM education office further processes the complaint form. The Course Instructor will evaluate and answer the MSM education office, so that the student can receive a motivated individual decision within a reasonable time (*typically five (5) working days*) counting from the date the complaint form was provided to the Course Instructor. |

|  |  |
| --- | --- |
| **Student name:** |  |
| **Title:** | Mr.  Ms. |
| **Student ID No.:** |  |
| **Type of program:** | Online MBA /  MBA /  EMBA /  MM |
| **Intake (Group) No.:** |  |
| **MSM or Partner Institution name:** |  |
| **Program location**  **(City & Country):** |  |

|  |  |
| --- | --- |
| **Complaint against written or oral Examination or Assignment grade** | |
| **Course Name:** |  |
| **Name Course Instructor:** |  |
| **Assignment or Examination:** |  |
| **Individual or Group assignment:** | Individual /  Group |
| **Grade Result:** |  |

|  |  |
| --- | --- |
| **Motivation of complaint** | |
| **Question or Assessment criteria:** |  |
| **Disagreement:** |  |
| **Motivation complaint:** |  |

|  |
| --- |
| **Attachments** |
| Written Examination Script  Assignment Script  Written Examination Questions  Assignment Description  Case(s) used during Written Examination/Assignment  Assessment Rubric  Model Answers/ Answer key |

**Declaration:**  
- I have read Article 5.2, Right of inspection and objection procedure, in the Education and Examination Regulations (EER) applying to the program.  
- I understand and accept the terms and conditions.  
  
  
**Date (dd/mm/yy): Signature Student:**