

SOP Template: Management of Student Grievances and Appeals Regarding Assessments

This SOP details the **management of student grievances and appeals regarding assessments**, outlining the procedures for lodging, investigating, and resolving student complaints related to assessment outcomes. It ensures a fair, transparent, and timely process to address concerns, promote academic integrity, and uphold students' rights. Key steps include submission protocols, assessment review, communication guidelines, and final resolution measures, fostering a supportive learning environment and continuous improvement in assessment practices.

1. Purpose

To establish clear procedures for the management of student grievances and appeals concerning assessment outcomes, ensuring fairness, transparency, and timely resolution.

2. Scope

- All students enrolled in academic programs.
- All staff involved in the delivery and assessment of academic courses.
- All grievances or appeals regarding assessment results or processes.

3. Definitions

Term	Definition
Grievance	A formal complaint raised by a student regarding assessment processes or outcomes.
Appeal	A request for a review of a decision related to assessment outcomes.
Assessment	Any task, examination, or activity used to evaluate student learning and performance.

4. Responsibilities

- **Students:** Submit grievances/appeals with supporting evidence in a timely manner.
- **Academic Staff:** Address grievances professionally, provide necessary information, and participate in reviews.
- **Assessment Committee/Appeals Panel:** Investigate complaints, review evidence, and make final determinations.
- **Administration:** Maintain records, monitor timelines, and ensure process compliance.

5. Procedure

- 1. Informal Resolution**
 - Student discusses the concern directly with the relevant academic staff member within *5 working days* of the assessment outcome.
 - If unresolved, proceed to formal grievance submission.
- 2. Formal Grievance Submission**
 - Student submits a written grievance to the designated office or online portal within *10 working days* of the original concern.
 - Include details of the assessment, reasons for the grievance, and supporting evidence.
- 3. Acknowledgment**
 - Receive acknowledgment of the grievance within *2 working days*.
- 4. Investigation & Assessment Review**
 - Assigned panel or officer reviews documentation.
 - May request meetings with student, staff, or other stakeholders.
 - Complete investigation within *10 working days*.
- 5. Communication of Outcome**
 - Written notification of investigation outcome to the student and relevant staff within *3 working days* of conclusion.
 - If unresolved, advise student of the right to lodge a formal appeal.
- 6. Appeal Process**

- Student may submit a formal appeal within *5 working days* of outcome notification.
 - Appeals Panel conducts independent review and communicates final decision within *10 working days*.
 - Decision of the Appeals Panel is final.
- 7. Record Keeping & Continuous Improvement**
- All documentation securely maintained.
 - Outcomes used to inform ongoing improvements in assessment practices.

6. Communication Guidelines

- Maintain confidentiality and professionalism throughout all stages.
- Keep the student informed of progress and timelines.
- Ensure written communication is clear, respectful, and timely.

7. Review and Continuous Improvement

- Regular review of grievance and appeal outcomes.
- Identification of patterns or recurring issues for process/policy improvement.

8. References

- Academic Integrity Policy
- Assessment Policy
- Student Code of Conduct

9. Revision History

Date	Version	Description	Author
2024-06-20	1.0	Initial version	Academic Office