**Complaints and Appeals Form**

*Note to MASS applicants:* please refer to the appeal procedure that was sent to you with the outcome of your application.

*Note to MASS students:* before filling in this form, please refer to Article 9 of the MASS Student Agreement.

|  |  |  |  |
| --- | --- | --- | --- |
| Date: | | | |
| Personal Details | | | |
| Name and surname: | |  | |
| Email Address: | |  | |
| *Please indicate which of the following categories apply to you:*  □ Applicant  □ Prospective student  □ Current MASS student at □ UTOV □ UB  □ UBG □ UCA  □ Past student | | | *Please indicate if you are lodging a complaint, appeal or an assessment appeal.*  □ Complaint  □ Appeal  □ Assessment appeal |
| *Please outline the reasons for your complaint or appeal in as much detail as possible. You may attach additional pages and supporting information as needed.* | | | |
| For complaints and appeals not related to assessment, please complete the following. | | | |
| *Please make any suggestions you may have to solve the issue.* | | | |
| *Are there particular staff members within the MASS Consortium who may need be involved in the investigation of this complaint or appeal and in what way?* | | | |
| *For assessment appeals, please complete the following.* | | | |
| *Which course module / task and at which MASS institution is this appeal in relation to?* | | | |
| *Printed name:* |  | | |
| *Signature:* |  | | |

**The privacy policies published on the MASS** [**website**](https://www.master-mass.eu/privacy) **apply.**

**Please return a scan-copy of the hand-signed form to the MASS Project Office, Email:** [**project-office@master-mass.eu**](mailto:project-office@master-mass.eu)