

Regulation on the Procedure for Complaints/Appeals of Students at the Academy Evolution

Introduction

This regulation sets out the procedures for submitting and handling Complaints of students at the Evolution Academy in the event of any dissatisfaction with the assessment in an exam or individual work/project of the student, violations and irregularities in the administrative procedures for students, violations of other rights provided for by the Statute or the appearance of any obstacle during studies at the Evolution Academy.

- A complaint or appeal is a request by a student that a decision of an academic or administrative staff taken about him/her should be reviewed because he/she is considered to have been wronged.
- The following procedures set out the grounds for making a complaint/appeal and describe how they will be handled and heard.
- These procedures apply to all active students at the Evolution Academy regarding decisions related to student progress and/or academic awards and administrative procedures.
- Evolution Academy seeks to resolve all complaints/appeals through its internal processes, supported by the regulations of each study program.
- If a student initiates legal proceedings against Evolution Academy, the complaint procedure will be suspended until such proceedings are concluded.

Basic principles

- Anyone making decisions must be impartial, meaning that there must be no conflict of personal interest in the outcome of the case and there must be no bias on the part of the staff members reviewing a complaint at any stage of these procedures.
- The persons participating in the decision-making must be able to review the case fully based on the regulations of the institution and in the light of all available evidence.

- Any student who files a complaint will normally be allowed to continue to follow the program for which he/she is registered, pending the outcome of the complaint.

Procedure

- Before submitting a written complaint regarding dissatisfaction with the exam assessment, the student must contact the subject teacher to express his/her disagreement and request written clarification regarding the assessment made by him/her. This procedure must be carried out within the time limit stipulated in the student assessment regulations.
- If, even after talking to the teacher, the student considers that he/she has been treated unfairly or has not been assessed according to the merit he/she believes, he/she has the right to submit a written complaint to the Student Complaints Committee, of which the teacher is not a member.
- Student complaints can be made individually, when only one student expresses his/her disagreement or dissatisfaction, or as a group, if a group of students considers that there is a basis for jointly expressing dissatisfaction with an action or procedure.
- In both cases, the Complaint must be submitted in written form using the Form provided for this purpose and must be signed by the student/students.
- If the complaint is a Group complaint, it must be signed by each student of the group that has filed the complaint, to prove that he/she voluntarily supports it and stands by it.
- The complaint must contain data on the student making the complaint, including the student ID number. It must be clearly formulated, reasoned and cannot contain issues outside the function of the educational institution to which it is addressed.
- The Complaint Form is taken to the student affairs officer, filled in by the student/students and recorded in the archive, then submitted completed to the same officer.
- The complaint must also be accompanied by factual evidence in the opinion of the complainant/complainants so that it is well-founded and treated by the Commission.
- If no factual or motivated evidence is presented, the complaint/appeal will be considered unfounded.

- This Complaint shall be forwarded to the Student Complaints Committee within a week, which shall provide the student with a written response to his Complaint within 10 working days. The response of the Complaints Committee shall be recorded and archived as evidence.

Complaints/Appeals Committee

- The Complaints/Appeals Committee shall consist of three members, two of whom shall be academic staff and one representative of the non-academic staff of AE.
- The members of the Complaints/Appeals Committee shall be credible, impartial and free from conflict of interest.
- The Complaints/Appeals Committee shall appoint one of its members as chairperson to lead the meetings of the committee and those with other parties involved in the cases presented.
- The Complaints/Appeals Committee shall not play the role of a judge but shall have the duty to propose solutions to the grievances presented.
- During the review of complaints, in order to reach a fair and reasonable conclusion, the Complaints/Appeals Committee shall have the right to invite to a meeting the student who has filed the complaint, the teacher against whom the complaint has been filed or the administration official, if the complaint concerns administrative procedures.
- The Complaints/Appeals Committee has the right to bring the student before the teacher or administrative person against whom the complaint was made, in the meeting for reviewing the complaint, in order to obtain information from both parties simultaneously or to reach an agreement on the appealed matter.
- The Committee has the right, depending on the nature of the complaint, to invite the director of the academy, the head of the department, the director of administration and the student representative to the meeting for reviewing the complaint and the evidence presented.

- After these meetings, the Committee must obtain the opinion of the student who filed the complaint whether he/she maintains it or decides to withdraw it.
- The minutes of the Complaints/Appeals Committee meeting must be kept by an administrative official who is not a member of this Committee.
- In cases where the student's complaint represents a violation of the student's dignity or morality, which is proven by supporting facts or witnesses of the case and which is considered by the Complaints/Appeals Committee as a violation of the Code of Ethics of the Academia Evolucion, the committee must address the matter to the Ethics Committee, which evaluates it and proposes appropriate disciplinary measures.

Complaint/Appeals Committee Decisions

After reviewing the Appeal and the accompanying materials, the Committee will determine one of the following:

- a) That the student has not established any grounds for reconsideration and therefore the initial decision of the teacher who evaluated the exam or the Committee evaluating the individual work of the student remains in force.
 - b) That the student has presented sufficient facts for reconsideration of the assessment and that the complaint/appeal is supported.
- In this case, the Appeals Committee will propose that the same teacher re-evaluate the student's exam/paper, or re-take the exam.
 - If, even after this procedure the student expresses dissatisfaction with the assessment, the Appeals Committee will propose, with the approval of the head of the relevant department, the formation of a Commission of 3 teachers in a field related to the subject for which the assessment was appealed, in which the teacher who evaluated the student is not a member.
 - The assessment by this Commission remains final.

- In the event of a complaint for violation or injustice during the administrative procedure, the student has presented sufficient facts for reconsideration of the implemented administrative procedure, his complaint/appeal will be upheld.
- In this case, the Complaints/Appeals committee will propose the correction of the procedure and its implementation according to the regulations in force for the appealed procedure.
- In case of a complaint for violation or injustice during the administrative procedure, the student has presented sufficient facts for reconsideration of the implemented administrative procedure, his/her complaint/appeal will be upheld.
- In this case, the complaints committee will propose the correction of the procedure and its implementation according to the regulations in force for the appealed procedure.

When a student cannot appeal

A student does not have the right to appeal in the following cases:

- If he is not aware of the published assessment regulations and procedures for a module, subject or course.
- If he is not aware of or sufficiently informed about the administrative procedure about which he is complaining.
- If he disagrees with the academic or professional judgment of the teacher or committee assessing the result of an individual work, or in reaching any assessment decision based on a grade, ranking, progress or award.

Data Protection

- Information disclosed by the student in the complaint/appeal must be treated confidentially and stored securely in accordance with data protection legislation.
- Information must be retained for a specified period of time before being destroyed in accordance with the regulations and documents of the Academy Evolucion.
- In cases where the information provided in the complaint is also important for other departments, that information may be shared within the departments of the Academia Evolucion in order to take appropriate steps.

(For example, if there are concerns among students regarding the health status or ability of a teacher to teach, this may affect more departments/programs within the institution).

Final Provisions

This Regulation enters into force on 20.10.2025.

Executive director of AE



Enkelejda Shatri