

## APPEAL PROCEDURE FOR STUDENTS AND APPLICANTS

This is to inform the *Students* and *Applicants* on appeal procedure following any decision taken by the PSRS governing bodies (*Academic and Management Board, Quality Assurance Board*) collectively or their members individually (*Academic Coordinator and Local Academic Coordinator, Administrative Coordinator and Local Administrative Coordinators*) or faculty members, including but not limited to:

- Performance assessment (grades), grading system (calculation, averaging), semester and diploma completion;
- Mobility option for Semester 3;
- Master Thesis validation and evaluation;
- Scholarships attribution and management;
- Rejection of the application to the program.

### Important notes:

*The PSRS Quality Assurance Board is primarily responsible for conflict cases settlement. The Education, Audiovisual and Culture Executive Agency should not be contacted directly by the student alone, but rather by the Consortium if the conflict, despite the appeal decision, is not resolved.*

*If problem cases arise related to quality of academic or administrative services, the Student is advised to first seek clarification to Local Academic and Administrative Coordinators, then Academic Coordinator. If the issue is not solved, the student may inform her/his student delegate.*

The procedure to lodge a complaint is set as follows:

- If the *Student* does not agree with decisions issued by PSRS governing bodies or members, then s/he may appeal this decision before the PSRS *Quality and Assurance Board*.
- In order to be valid, the appeal must be in writing, using following letter of settlement template (page 2 of this document) signed and dated, and send (in .pdf format) by the applicant to the attention of:

Prof. Nathalie DESTOUCHES, Head of PSRS Academic & Management Board and Academic Coordinator  
and Nolwenn Luquet, Administrative Coordinator at: master.PSRS@univ-st-etienne.fr

- The complaint must be submitted **within ten (10) days** following the publication of selection outcome or the notification of decision at the latest.
- The appeal should set out fully the grounds upon which it disputes the challenged decision, together with copies of any relevant supporting documents or justifications upon which it relies. The grounds of the appeal must be based on new elements or facts which were not taken into consideration when the decision was originally analyzed. It should be noted that the *Quality Assurance Board* may reject an appeal which is not submitted within a ten (10) days period after the decision has been taken or which does not contain the necessary justifications or documentation.

### For *Students* complaints:

- The *Quality Assurance Board* will examine every appeal case, either physically or virtually. The board can decide or not to ask the governing body or any member or academic and administrative staff to reassess and reconsider the decision/s or to deny the appeal procedure after close examination of the *Student's* pleas.
- The *Student* will be informed of the appeal decision of the *Quality Assurance Board* by a written instrument within thirty (30) days following after date of reception of the *letter of settlement*.

### For *Applicants* complaints:

- The *Quality Insurance Board* will examine every appeal case, either physically or virtually any time before the intake starts. The Board may decide or not to ask the *Selection Committee* to reassess and reconsider the application, and to do so before beginning of the intake.
- The *applicant* will be informed of the appeal decision by a written instrument at the very least before the said *Programme's* intake starts.

## LETTER OF SETTLEMENT

### CHALLENGED DECISION OR COMPLAINT

*(Specify the type of decision against which you are appealing or describe in one sentence the problem faced)*

### DESCRIPTION OF SUPPORT DOCUMENTS ENCLOSED

*(Include any documentation required needed to substantiate your claims)*

### STATE THE GROUNDS FOR YOUR APPEAL

*(Statement of the material facts and all the necessary corroborative evidence to support your plaint. Be factual, specific and brief. Please indicate, without prejudice, what outcome or further action you are expecting)*

I am writing to appeal against a decision from PSRS governing bodies or to lodge a complaint.  
I certify the information on this letter of settlement, and any supporting documentation are accurate, true, and complete to the best of my knowledge.

Sincerely,

FAMILY NAME

GIVEN NAME/S

DATE

SIGNATURE

## LEGAL BASIS

Following articles of the PSRS *Student Agreement* and PSRS *Quality Policy* (available on the website) constitutes the legal basis for enrolled students appeal procedures and management.

## SECTION I. PURPOSE & SCOPE

### Article I.6. Appeal procedure and dispute resolution

**I.6.1.** If a dispute arises out of or relating to any aspect of this *Student Agreement* between the *Consortium* and the *Student*, the *Student* wishing to appeal on the *Academic and Management Board* decision (including but not limited to grading policy and performance outcomes, mobility, graduation, scholarship management and student exclusion), shall be offered the opportunity to draft a settlement letter, using the template provided on the *Programme* website in .pdf format and annexed to this agreement for information, that must be transmitted to the *Quality Assurance Board* within ten (10) days following the notification of the decision.

**I.6.2.** The *Quality Assurance Board* may decide or not to ask the *Academic and Management Board* to reassess and reconsider the decision, and to do so before beginning of the following semester or thirty (30) days after the notification of the appeal. The Student will be informed of the appeal decision by a written instrument at the very least before the following semester starts or Programme ends.

**I.6.3.** Appeal with regards to the selection process are ruled by article III.4.6. of the Consortium Agreement.

**I.6.4.** Failing agreement by both parts, the French courts are designated as the only competent authorities to resolve any legal dispute between the Institution and the Student emerging from the Contract. The present Contract will be governed by French Law

Following articles of the PSRS *Consortium Agreement* (available on the website) constitutes the legal basis for the selection recruitment appeal procedures and management.

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## SECTION III. PROGRAMME STRUCTURE

### III.4.6. Appeal procedure

**III.4.6.1.** Applicants wishing to appeal on the *Academic and Management Board* decision shall be offered the opportunity to draft a settlement letter that must be transmitted to the *Quality Assurance Board* within ten (10) days following the publication of the selection outcome.

**III.4.6.2.** The *Quality Assurance Board* may decide or not to ask the *Academic and Management Board* to reassess and reconsider the application, and to do so before beginning of the intake. The applicant will be informed of the appeal decision by a written instrument at the very least before the said *Programme's* intake starts.