**5.2 Academic Appeals and Complaints**

CIFS has developed relevant student appeal mechanisms and procedures to ensure academic fairness and improve students' academic satisfaction. If a student is dissatisfied with relevant academic aspects, he/she can appeal and give feedback. There are many informal routes by which a student may voice a concern. A student should speak to their student government representative, their counselor, give comments in the course evaluation, or speak to a member of the Institute that they feel comfortable approaching. If these routes still do not help, then a student may wish to initiate a complaint.

Academic related complaints may include 3 aspects:

1. Questions or complaints related to assessment and degree awarding.

2. Questions or complaints related to teaching quality such as a teacher’s teaching methods or professional behavior, and classroom discipline and so on.

3. Questions or complaints related to academic support such as academic facilities, library resources, IT learning resources, academic policies and procedures, behavior of academic departments (e.g., Academic Affairs Office, Teaching Supervision Office)

There are different ways for students to initiate academic appeals according to different categories:

1. **Assessment and Degree awarding**

1.1 Assessment Score Appeals

Students can appeal their grades if they are not satisfied with the grades they have received. This will be conducted in the first month of each semester by the Academic Affairs Office. The Institute organizes students to review their scores of last semester and issues notice of score review and appeal. Students can send their score inquiries to the score input teacher within the specified review time, and once the score input teacher accepts the query, he/she will be responsible for carrying out the reviewing process for the student. If there is indeed an error in the entry of the student’s score, the teacher will fill in *CIFS Application Form for Grade Correction*, which will be submitted to the Academic Affairs Office by the teacher together with copies of the student’s exam paper (the authenticity of the copies should be checked, and the copies should be signed by the input teacher and the secondary college/department that offers the course). Then the Academic Affairs Office will revoke the student’s original grade, and the score input teacher will re-enter the student’s real grade. After the Academic Affairs Office checks and approves the teacher’s re-entry, the student can log into the academic online system and check the altered score. If the teacher believes that the student’s grade should not be changed, the teacher will deny the student’s request and should tell the student in person why the grade cannot be changed. (For more details, please refer to *5.12 Regulations on Examination Management of Chongqing Institute of Foreign Studies*, Article 26, 27, 28 & 29.)

1.2. Degree Awarding

Students who disagree with the results announced by the Institute for not awarding the degree may appeal to the Degree Committee of the Institute for reconsideration within the period of public announcement. The appeal will be investigated by the administrative department of the Institute and the Academic Affairs Office and then be submitted to the Degree Committee of the Institute for a decision.

**2. Teaching quality and Academic Support**

2.1 There are 4 channels to initiate relevant complaints: President’s Reception Day; Monthly Student Forum (Student Symposium); Student Information Officer and Course Evaluation. (For more details regarding Monthly Student Forum (Student Symposium), Student Information Officer and Course Evaluation, please refer to the section of Student Feedback Mechanism in document *7.2 Summary of Quality Assurance Procedures Related to Higher Education*)

2.2 Complaints will be collected and re-classified by each channel. The details will be cascaded down to relevant academic departments, such as the Teaching Supervision Office, University Administration, and then be allocated to accountable personnel to respond, act and resolve.

2.3 The responses will be collected by corresponding channels and fed back to relevant students.