

## **What to do if you have a complaint**

Are you dissatisfied about the exam preparation in a course you are attending, how the exam itself was conducted, or the grade you received? If you feel like you have been unfairly treated, or discriminated against, find out what you can do here.

First of all, speak to the lecturer and explain your problems or wishes with concrete, practical examples and requests.

- ▶ No noticeable changes after you've spoken the lecturer?

Make an appointment with the Coordinator of the relevant language department and again explain your problems or wishes with concrete, practical examples and requests, describing what happened during the meeting with the lecturer. The Coordinator will decide whether another meeting, together with the lecturer, is necessary or useful.

- ▶ Still no improvement in the situation?

Contact the › Director of the Language Centre

(<http://sprz.ovgu.de/sprz/en/About+us/Structure+and+staff/Director+of+the+Language+Centre.html>) or the Academic Coordinator (if available).

Make an appointment to see your examination materials with the examiner or lecturer. Discuss any concerns you have with concrete, practical examples.

- ▶ No result or change after the meeting?

Make an appointment with the Coordinator of the relevant language department and again explain your concerns with concrete, practical examples, describing what happened during the meeting with the examiner/lecturer. The Coordinator will decide whether another meeting, together with the examiner/lecturer, is necessary or useful.

- ▶ Still no improvement in the situation?

You can then contact the Examination Committee, sending a written complaint (on paper, not email), in which you explain your concerns as clearly as possible and with concrete, practical examples. You may submit the letter to the the Examination Secretary, who will forward it to the Examination Committee.

### **Please note:**

The Examination Committee is the authority of last resort. Its decision, which you will receive in written form, is final.

### **Tip:**

A friendly approach and tone is usually more effective than a confrontational and accusatory one.

## Contact

Co-Chair of the Examination Committee

Dr. phil. Célia Bernez

Office: G40-254

Tel.: +49 (0391) 67 56524

Office hours: Wed 9:00–10:00

✉ [sprz-pruefungsausschuss@ovgu.de](mailto:sprz-pruefungsausschuss@ovgu.de)

Co-Chair of the Examination Committee

Carola Migalk

Office: G40-255

Tel.: +49 (0391) 67 56526

Office hours: by appointment

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## Contact

Examination Secretary

Oliver Graf-Potter

Office: G40-262

Tel.: +49 (0391) 67 56508

Office hours: Tue 11:00–13:00, Thur 10:00–  
12:00; 13:00–15:00

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