

Overview procedures students				
Exams	What?	Objection	Profession	
	By whom?	Examination Board	Appeals Board for the exams	
	When:	Within 10 school days after the decision of the Examination Board	Within 10 working days after decision on objection	
	Via:	Complaint form	Complaint form	
	Response:	Within 10 school days after receipt of objection	Within 6 weeks after expiry of the appeal period	
Binding study advice entrance	What?	Profession		
	By whom?	Appeals Board for the Exams		
	When:	Within 2 weeks after issuing the opinion		
	Via:	Complaint form		
	Response:	Within 6 weeks after expiry of the appeal period		
Serious malpractices	Executive Board, Executive Board or Supervisory Board or Whistleblower Regulation Committee			
Undesirable manners	Internal confidants			
Complaints*	What?	Signal	Report	Formal complaint
	By whom?	Directly involved Summa	Principal school	Complaints Committee
	When:	Within 10 school days after the incident	Within 10 school days after response to signal	As soon as possible after a response to an informal complaint
	Via:	Conversation	Complaint form	Complaint form
	Response:	Within 10 school days after signal	Within 10 school days after receipt of notification	Within 14 weeks after receipt of formal complaint