

Regulations Complaints Committee
in connection with Regulations Examination Committee HZ
Stichting Hogeschool Zeeland

The Executive Board of the Stichting Hogeschool Zeeland (HZ University of Applied Sciences);

Taking into consideration the provisions in art. 7.12b, section 4 of the Wet op het hoger onderwijs en wetenschappelijk onderzoek (WHW, Dutch Higher Education and Scientific Research Act);

Taking into consideration the provisions in articles 3.3 and 14 of the Regulations Examination Committee HZ;

Enacts the following Regulations Complaints Committee in connection with the Regulations Examination Committee HZ.

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Article 1. Definitions

The following definitions are used in this regulation:

1. **HZ**: the stichting HZ (foundation HZ);
2. **person concerned**: a future, current, or former student of HZ, or a future, current, or former external student of HZ;
3. **complaint**: a (verbal or written) complaint as within the meaning of article 7.12b section 4 WHW in conjunction with art. 19 of the Regulations Examination Committee HZ;
4. **facility HZ**: facility as within the meaning of article 7:59a WHW in conjunction with art. 2 Regulations on Legal Protection of Students and Externals HZ;
5. **AWB**: "*Algemene wet bestuursrecht*" (Dutch General Administrative Law Act);
6. **WHW**: "*Wet op het hoger onderwijs en wetenschappelijk onderzoek*" (Dutch Higher Education and Scientific Research Act);
7. **Complaints Committee**: temporary complaints committee as within the meaning of art. 3 section 3 and 19 of the Regulations Examination Committee HZ.
8. **Examination Committee**: the committee referred to in article 7.12 section 2 WHW;
9. **Examination Sub-Committee**: the committee referred to in article 10 of the Regulations Examination Committee HZ;
10. **Examiner**: the officer as referred to in article 7.12c section 1 WHW, tasked with supervising the completion of exams and determining the results thereof.

Article 2. Facility HZ

- 2.1 A complaint is filed with the Facility HZ.
- 2.3 The facility HZ confirms receipt of a complaint to the person concerned and sends it, after the date of receipt is registered, on to the Examination Committee as soon as possible.
- 2.4 If the Facility HZ has sent a complaint to an unauthorised body, that body shall ensure the complaint is sent back to the facility HZ.
- 2.5 A complaint that is submitted directly to the authorised body by a person concerned shall be dealt with only after intervention by the facility HZ.

Article 3. Complaints Committee

- 3.1 With regard to the submission of complaints, the Examination Committee shall instate a temporary Complaints Committee.
- 3.2 The Complaints Committee deals with and advises about complaints.
- 3.3 The Complaints Committee shall consist of two or three members.
- 3.4 The Examination Committee shall appoint the members of the Complaints Committee.
- 3.5 One member of the Complaints Committee must have legal expertise and cannot be part of the (Sub-)Examination Committee(s) and cannot be an examiner. The other

members are, or the other member is, appointed from the (Sub-)Examination Committee(s).

- 3.6 The members are appointed for the duration of the handling of the complaint(s) pending.

Article 4. Complaint

- 4.1 A person concerned can submit a complaint against an act in a specific situation towards themselves or someone else, committed by:
- the Examination Committee, an Examination Sub-Committee or an examiner;
 - a person, working under the responsibility of the Examination Committee or an Examination Sub-Committee.
- 4.2 With the exception of article 9.1 AWB, the provisions of title 9.1 AWB shall apply correspondingly to the handling of the complaint.
- 4.3 Article 9.7 AWB shall apply correspondingly, although the examiner against whom the complaint is filed and who is also a member of the Examination Committee shall not participate in the process of handling, advising and decision-making by the Complaints Committee and the Examination Committee.
- 4.4 The term "administrative body" as referred to in title 9.1 AWB shall be understood as: the Examination Committee. The term "Committee" as referred to in article 9.14 AWB shall be understood as: the Complaints Committee.

Article 5. Final Provisions

- 5.1 These regulations enter into force on 11 July 2011.
- 5.2 These regulations will be published on the website of the HZ.
- 5.3 These regulations should be referred to as "Reglement klachtencommissie ingevolge reglement examencommissie HZ" ("Regulations Complaints Committee in connection with Regulations Examination Committee HZ").

Vlissingen, 7 July 2011

Drs. P.C.A. van Dongen, Chairperson