

Complaint process

As a student of the FH BFI Vienna you have the right to appeal against a negative grade. The appeal must be forwarded within a period of 2 weeks after the announcement of the examination result, by writing a complaint to the program director or - if the examination was carried out by the program director himself - by writing directly to FH-Kollegium (Rectorate).

A download link to the complaint form can be found on the FHV website:
<http://www.fhv-bfi.wien/>

Attention: We suggest coordinating the complaint process with a student representative (office.fhv@fh-vie.ac.at).

In the first step, the study program management decides about the outcome of your complaint. If the complaint has been rejected by the study program management, you can object to the rectorate (college management) by filing the same complaint form within a two-weeks' time. In readily identifiable cases (e.g. missed deadline, other formal errors, or complaints of a substantive nature, which are not subject of a complaint under § 21 FHStG), the quorum management decides without passing the case to the Appeals Committee. Apart from that, the college management is trying within three weeks to reach an amicable solution between the program director and the complainant. If unsuccessful, the complainant may accept the decision of the Head of Degree or the Heads of College, or within two weeks from notification date of the decision, asks the college to forward the case to the board of complaint. The board of complaint attempts to reach a majority decision within 3 weeks. If unsuccessful, the complaint should be dealt with at the councils meeting.

Attending classes in case of a complaint according to § 21 FHStG

Students, whose board examination (second repetition possibility) was evaluated negatively, are to be admitted until the end of the following two-week complaint period (according to §21 FHStG) or a rejection of the complaint by the course director to attend further courses and examinations (exception: further committee examinations) , the possibility of attending courses and / or the possibility of taking

examinations (exception: exams) applies until the end of the decision-making process of the appeal procedure, but not later than the end of the following semester to which the course is assigned and in which the board examination was not passed.

Legal protection according to § 21 FHStG - complaints against examinations

What requirements must be met for a complaint?

Two requirements must be met to file a complaint under § 21 FHStG:

- The exam must have been graded negative.
- There must be a deficit in the execution of the exam.

What is a deficit in the execution of the exam?

A deficit in the execution is everything that could credibly influence the

- Instead of a prescribed 90 minutes, the exam took only 45 minutes
- There was a power blackout during an exam written on a computer
- The exam was declared as an open book exam, but all resources were forbidden during the exam nevertheless
- Questions were asked whose contents were excluded in advance by the lecturer
- Further violations of the examination regulations

What is not a deficit in the execution of the exam?

A complaint is only possible with so-called "formal errors". Complaints that may relate to the content grading of an exam are not possible.

For example:

- The grading of Lecturer A / Group A was stricter than the grading of Lecturer B / Group B.
- The way assisting points (points gathered in class during the semester) could be collected has been different from the other groups of the year
- Contents of exam questions were not covered in the lecture, but were part of the script or scripts
- The examination format differed from previous years