

**Process Flow for Student Appeal on Academic Matters.**

<b>No. of Sequence</b>	<b>Process</b>	<b>Process Owner (person responsible for the process)</b>
1	Student is encouraged to attempt an informal resolution before making a formal appeal. They should discuss the matter directly with the party who makes or represents the academic decision (tutor, lecturer, the department concerned) and make a reasonable effort to resolve the issue.	Student and the relevant parties
2	If no resolution is reached by the first step, or if the student is uncomfortable in trying to resolve the issue directly with the appropriate party, he or she should submit a formal appeal to the Dean of Faculty or the Director of Academic Center.	Student, the Dean, the Director or the Head of Department concerned.
3	The Dean Office will look into the student's appeal and the reply to the appeal will be made within 5 working days and the concerned student shall be informed on the decision, the basis for the decision and other related information on further avenues for appeal.	The Dean, the Director, the Head of Department.
4	If an effective solution cannot be reached or the student is not satisfied with the outcome of the appeal, the student may submit a formal appeal to the President Office.	Student
5	All formal appeal should be made to the President Office within 5 working days after receiving the decision from the relevant faculty/department.	Student , the President Office
6	The decision of the appeal will be conveyed to the student within 5 working days and the decision is final.	President Office

*Enclosed: Appeal Form on Academic Matters.*

Approved in Senate No. 154