

Receive complaints via suggestion box,
email, mail, or telephone

Student Affairs
screens the complaint and
forwards it to the relevant unit

Administration

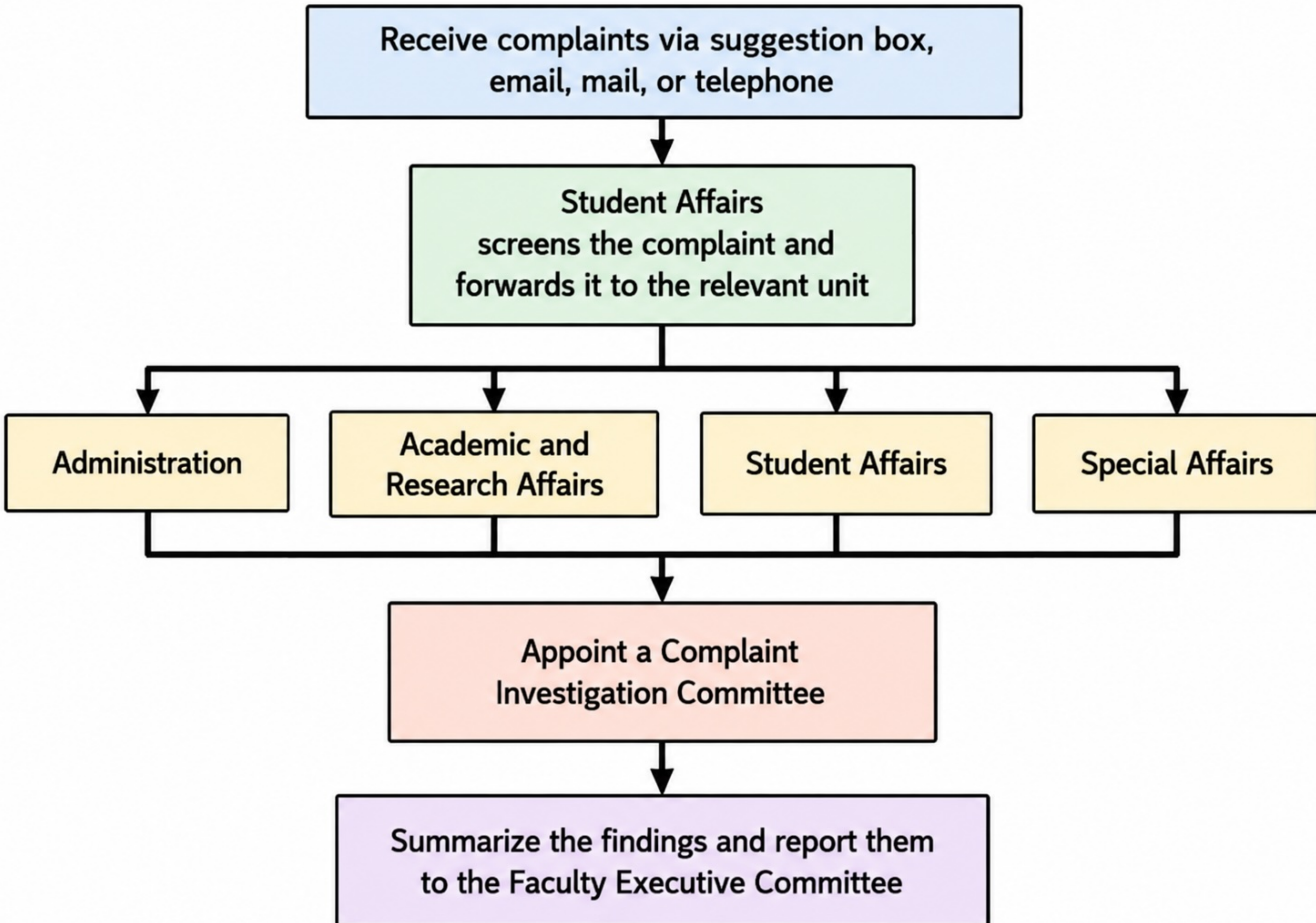
Academic and
Research Affairs

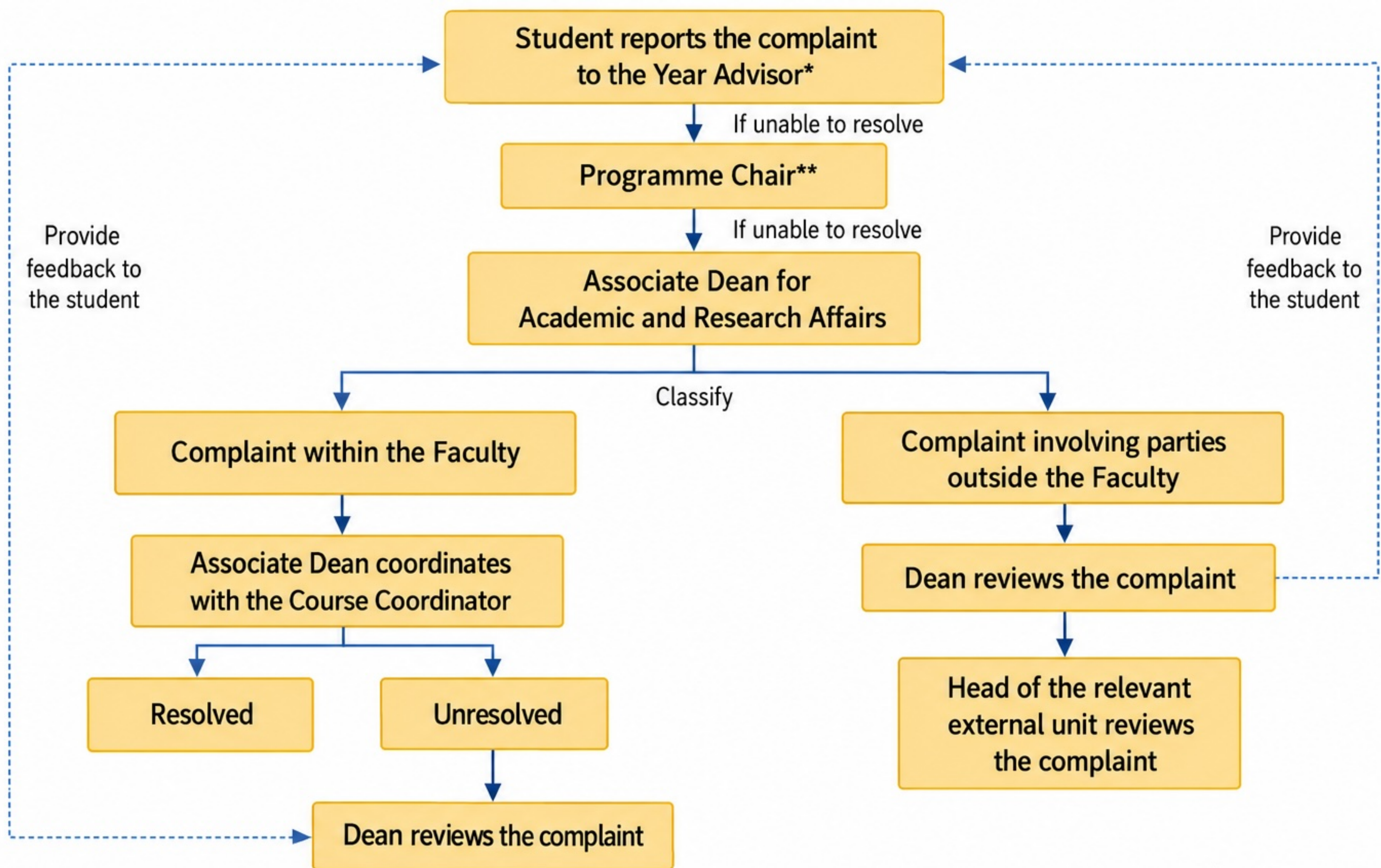
Student Affairs

Special Affairs

Appoint a Complaint
Investigation Committee

Summarize the findings and report them
to the Faculty Executive Committee





* If the course instructor is the Year Advisor, the student may directly report to the Programme Chair; or if the course instructor is the Programme Chair, the student may directly report to the Associate Dean for Academic and Research Affairs.

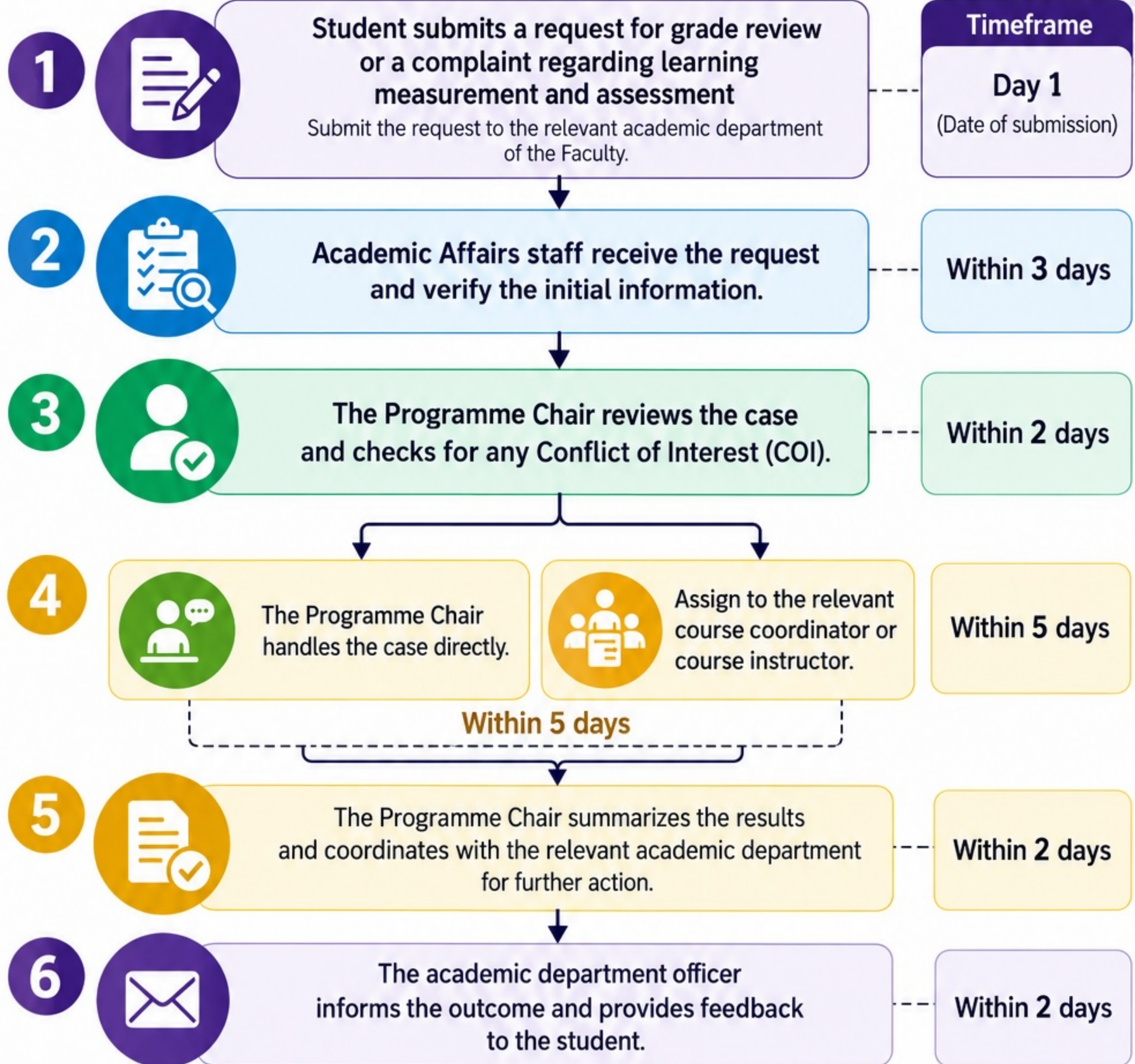
** The Programme Chair is responsible for collecting data and compiling a summary report for inclusion in the SAR at the programme level.



Complaint Process for Learning Measurement and Assessment / Grade Appeal

Faculty of Allied Health Sciences, Burapha University

Completed within **14** days



Total processing time
Not more than **14** days

Download the request form
via QR code below



Notes

- 1 Conflict of Interest (COI) must be disclosed to the Programme Chair for consideration.
- 2 Each step is completed within the specified timeframe.
- 3 Student information and grade appeal cases are treated as confidential.
- 4 If any step cannot be completed within the specified timeframe, the student will be informed of the reason and the expected completion date in advance.



Transparent • Ethical • Student-Centered • Continuous Improvement