



Procedures for exam complaints, appeals and plagiarism

Education and Student Services is responsible for the case processing of exam complaints and appeals, and for collating statistics on them. Education and Student Services rules on exam complaints and appeals on the dean's behalf.

The head of department is responsible for handling and following up on complaints about full-time academic staff, while the head of studies is responsible for handling and following up on complaints about part-time academic staff.

The chair of the external examiners is responsible for handling and following up on complaints about external examiners.

The dean is responsible for ensuring that the principles of academic integrity are complied with.

Procedure

Complaints and appeals about exams

Students have the right to lodge complaints/appeals about exams under the rules laid out in the Danish Ministerial Order on University Examinations. The complaint must be submitted no later than two weeks after the assessment has been published (exemptions are possible).

If the complaint concerns the assessment, Education and Student Services forwards it to the examiners, who then submit a statement. The student has the opportunity to comment on the statement before Education and Student Services makes its ruling.

If the complaint concerns an internal examiner, Education and Student Services sends it to the department, as this is considered a staff complaint. The head of department or the head of studies considers the complaint and informs the student of the outcome.

If the complaint concerns an external examiner, Education and Student Services sends it to the chair of the external examiners for comment. The student is informed of the response.

Education and Student Services should aim to decide on complaints and appeals as soon as possible.

The faculty publishes information on the complaints and appeals procedures, including guidance for students on drafting complaints, which is available on KUnet; see the [“Procedure for publishing information about study programmes”](#).

Exam cheating and plagiarism

On KUnet and in their contact with the various research environments, students are introduced to the general principles of good academic practice and academic integrity, as well as the consequences of not complying with them; see the [“Rules regarding disciplinary measures for students at the University of Copenhagen”](#).

If the exam invigilators, a lecturer or an external examiner has reason to think that a student has cheated, the head of studies must investigate the matter. The head of studies obtains statements from the parties involved and arranges a meeting with the student. The student has the opportunity to bring an observer to the meeting, and minutes are taken that must be approved by the student.

If the head of studies finds that the rules have been broken, the case will be taken to the dean, who passes it on to the rector with a recommendation.

The rector asks the student for a statement and then makes a ruling on whether to take disciplinary action, and if so, which form of action; see the [“Rules regarding disciplinary measures for students at the University of Copenhagen”](#).

UCPH’s portal for digital submission and grading of written exam papers, Digital Exam (exam.ku.dk), has a plagiarism checker which automatically checks students’ assignments against previously submitted ones and others found online.

Exam complaints statistics

As part of the faculty’s management information, Education and Student Services prepares statistics on the exam complaints received by the faculty. The statistics are included in the [study programme evaluations](#) and the departments use them to plan courses and exams.

The statistics are available on the [faculty website](#).

Quality standards

If repeated complaints are lodged about the same lecturer over a period of two years, Education and Student Services asks the head of department (for full-time academic staff) or the head of studies (for part-time academic staff) to investigate the circumstances and inform the dean of any proposed actions.

If multiple complaints are lodged in the same subject element in one semester, Education and Student Services asks the head of studies to investigate the circumstances and inform the dean of any proposed actions.