

Legal Protection Desk

Who are we?

As a student, you will be faced with all kinds of decisions during your studies. You may believe that you have been put at a disadvantage due to a decision (or lack thereof) or have not been treated appropriately by the university of applied sciences. In such cases, you can submit an objection, appeal or complaint to the Legal Protection Office. We will forward it to the appropriate individual or committee.

When should you take action?

It goes without saying that you do not have to immediately start an appeal or objection procedure if you disagree about a decision. The same applies to complaints about treatment. Talking to the person who made the decision or the subject of your complaint often leads to resolution.

If not, you can always contact your student counsellor. For complaints about inappropriate behaviour, you can also talk to a confidential advisor.

Yet, keep all deadlines in mind. The deadline for submitting an official objection or appeal is **six weeks** after the decision has been taken. If you have a request for, for example, an extra resit, talk to your Exam Board first. If the Exam Board has already made a decision, you can submit an appeal to the Legal Protection Office.

Who handles your appeal, objection, request or complaint?

You always contact the Legal Protection Office first. Below you can see who ultimately handles your appeal, objection, request or complaint.

If you disagree with the decision by the Exam Board regarding

- Binding Negative Study Advice
- Exams
- Fraud
- Grades
- Measures taken by the Exam Board
- Work placement or graduation, thesis
- Resit
- All other matters on which the Exam Board has taken a decision

If you disagree with a

- FOS Committee decision
- Non-enrolment decision
- Tuition fees decision
- Decision by an academy dean regarding a measure taken

If you have a complaint about

- Action or omission by students or employees of The Hague University of Applied Sciences that does not fall under Complaints on Inappropriate Behaviour. Submit a complaint to the Legal Protection Office.
- Behaviour by a university employee or student related to sexual harassment, aggression, violence or discrimination. Submit a complaint to the Inappropriate Behaviour Complaints Committee.

Complaints must be submitted as quickly as possible and within a year after the action or omission has taken place.

If you want to

- Apply for the Financial Assistance in the Event of Special Circumstances or Activities (FOS) or the Financial Assistance for Committee or Advisory Board Activities
- Request for payment of the Financial Assistance in the Event of Special Circumstances or Activities (FOS) or the Financial Assistance for Committee or Advisory Board Activities

If you have questions about the details of FOS, talk to your student counsellor.

If you have payment questions, send an e-mail to debiteuren@hhs.nl.

No rights may be derived from the information above.

Dispute Advisory Committee

What is the Dispute Advisory Committee?

The Dispute Advisory Committee (GAC) consists of an external chairperson (lawyer), a lecturer and a student from a programme other than your own. This committee handles disputes on decisions that do not fall under the authority of the Examination Appeals Board.

Objection deadline

Objections must be submitted **no later than six weeks** after the decision has been made. Objections submitted later than this will not be handled (except for cases of force majeure). If the six-week deadline is about to expire, you can submit a preliminary objection - in anticipation of your well-founded objection. There is a template at the bottom right under documents that can be used.

Appeal handling procedure

After receiving the objection, the Dispute Advisory Committee will ask the committee or person who made the decision to determine whether the matter can be resolved amicably within three weeks. If this is not possible, the person who made the decision must submit a written defence. This is followed by an oral discussion in which both parties are given the opportunity to explain their objection and defence and the Dispute Advisory Committee will have the opportunity to ask questions. The Dispute Advisory Committee will then advise the Executive Board regarding the objection. The Executive Board makes the final decision. It is possible to appeal to the Executive Board's decision within six weeks to the [Higher Education Appeals Board](#).

What should be included in the objection?

Your objection must be submitted in writing (by mail or e-mail) and include the following:

- Date of objection
- Name, address, city of residence, mobile phone number, private e-mail address and student number
- Clearly indicate who took the decision and include it with your appeal
- Describe in as much detail as possible why you disagree with the decision made
- All relevant documents (including a copy of the decision made, as well as any correspondence concerning this objection)

More information

Before submitting your objection, read the [Disputes Advisory Committee Regulations](#).

- [Final objection form](#)
- [Preliminary objection form](#)

This can be submitted to ensure you are within the six-week deadline. Important: this is not the final objection! The Legal Protection Office will ask you to rewrite this within a reasonable amount of time into a final objection.

No rights may be derived from the information above

Student Ombudsperson

Students who have lodged an appeal or objection with the Legal Protection Desk can receive assistance from the ombudsperson. Below follows a description of when you can use the services offered by the ombudspersons, what they can do to help you, who they are, and how you can request their assistance.

When

You can request the assistance of the ombudsperson if you have lodged an appeal against a decision made by the Exam Board or if you have submitted an objection to a decision made by a different authority at The Hague University of Applied Sciences. Also read the [two examples](#) and see here for [more information on appeals and objections](#).

When not

The ombudsperson cannot assist you before you have lodged an appeal or objection. If you are not sure whether you want to lodge an appeal or if you are still discussing the matter with the party concerned, your academic career counsellor or student counsellor can help you.

The ombudsperson cannot provide assistance with complaints.

The Student Ombudsperson assists students only. There is a Staff Ombudsperson for personnel.

What

If you have lodged an appeal or objection, the party against whom the appeal or objection has been made must respond within three weeks. During this time, agreement may be reached and a hearing is therefore no longer necessary. During this three-week period, the ombudsperson can provide you with assistance. The ombudsperson can:

- Inform you about the procedure after lodging an appeal or objection and the process involving the Examination Appeals Board and Disputes Committee.
- Examine the case together with you: Do you have all necessary information? What are your arguments? Have you mentioned all the relevant information for an Exam Board or Appeals Board?
- Mediate in the settlement. The type of mediation offered depends on the case; some meetings take place separately with both parties, while at other times the ombudsperson mediates in a meeting with both parties.
- Examine a settlement proposal together with you if relevant.

Who

There are four ombudspersons, each of whom assists one or more faculties:

- Sandra de Koning
- Hoesain Ferchani
- Lineke Bakker

How

If you are considering involving the ombudsperson in your case, it is important to do so early on at the start of the case. You can reach the ombudspersons by e-mail at ombud-s@hhs.nl. We will then contact you as soon as possible. A brief explanation of the case is sufficient, since we receive a copy of your case from the Legal Protection Desk.