

| Overview procedures students | | | | |
|-------------------------------|---|---|---|---|
| Exams | <i>What?</i> | Objection | Profession | |
| | <i>By whom?</i> | Examination Board | Appeals Board for the exams | the |
| | <i>When:</i> | Within 10 school days after the decision of the Examination Board | Within 10 working days after decision on objection | |
| | <i>Via:</i> | Complaint form | Complaint form | |
| | <i>Response:</i> | Within 10 school days after receipt of objection | Within 6 weeks after expiry of the appeal period | |
| Binding study advice entrance | <i>What?</i> | Profession | | |
| | <i>By whom?</i> | Appeals Board for the Exams | | |
| | <i>When:</i> | Within 2 weeks after issuing the opinion | | |
| | <i>Via:</i> | Complaint form | | |
| | <i>Response:</i> | Within 6 weeks after expiry of the appeal period | | |
| Serious malpractices | Executive Board, Executive Board or Supervisory Board or Whistleblower Regulation Committee | | | |
| Undesirable manners | Internal confidants | | | |
| Complaints* | <i>What?</i> | Signal | Report | Formal complaint |
| | <i>By whom?</i> | Directly involved Summa | Principal school | Complaints Committee |
| | <i>When:</i> | Within 10 school days after the incident | Within 10 school days after response to signal | As soon as possible after a response to an informal complaint |
| | <i>Via:</i> | Conversation | Complaint form | Complaint form |
| | <i>Response:</i> | Within 10 school days after signal | Within 10 school days after receipt of notification | Within 14 weeks after receipt of formal complaint |