



KOLEGJI - COLLEGE  
**BIZNESI**  
Prishtinë

**KOLEGJI "BIZNESI"**  
Nr. 514-1/24, Data: 23.03.2024  
PRISHTINË

## Appeal Mechanisms for Students

Students of Biznesi College have the right to submit a complaint or an appeal regarding any issue related to:

- the teaching and learning process and assessment;
- the ethical conduct of staff or other students;
- administrative services;
- violations of their academic rights.

### Steps of the Appeal Procedure

#### Step 1 – Submission of the Complaint

The student submits the complaint in writing through the Administration of Kolegji Biznesi.

#### Step 2 – Role of the Administration

The Administration:

- registers (logs) the complaint;
- acts as an institutional liaison;
- forwards the complaint to the relevant Study Programme Council (SPC) or to the competent body, depending on the nature of the issue.

#### Step 3 – Review by the SPC / Competent Body

The SPC or the relevant body:

- reviews the complaint;
- takes measures to resolve it within its institutional competencies.

#### Step 4 – Appeals Committee

If the complaint is not resolved at this level (SPC), the case is forwarded to the Appeals Committee of Biznesi College for reconsideration.

#### Step 5 – Higher Council of Scientific Education (Final Instance)

If the student is not satisfied with the decision of the Appeals Committee, the case is reviewed by the Higher Council of Scientific Education (KLMSH) as the final institutional instance. All complaints and appeals are handled:

- confidentially;
- impartially;
- without any form of retaliation against the student.

Head of HCSE

  
