

Appeal form Complaints Service Point

Details student:

Name | Surname:

Address:

Postal code | City:

UM email address:@student.maastrichtuniversity.nl

Phone number:

Details education:

ID-number: i.....

Faculty:

Programme:

Subject appeal:

First, we ask you to briefly explain against which decision you want to file an appeal and why. An explanation of one or two sentences is sufficient.

Please always attach a copy or screenshot of the contested decision and make sure that the date of publication or dispatch is clearly visible and readable!

In principle, an appeal must be filed within six weeks from the day after the decision was published.¹ The term starts the day after the decision is published or sent. It is important that you file your appeal on time with the Complaints Service Point. If you are not on time, the Advisory Committee for Student Affairs (AC) may declare your appeal inadmissible. In other words: this means you might lose your right to file an appeal!

Publication date or date of dispatch of the decision you do not agree with:
(For example the date of publication of a decision regarding admission to a bachelor programme)

Furthermore, an appeal has to be accompanied by a motivation. In this motivation, you describe the reasons why you do not agree with the contested decision or part of that decision. Be as precise as possible in your description of what you wish to achieve with your appeal and what you request from the other party.²

¹ An appeal is filed on time if it is received before the end of the term (in accordance with article 6:9 paragraph 1 of the Dutch General Administrative Law Act (Awb)).

² You can do so by writing a letter, but this not obligatory. You can find an example of a motivation letter on our [website](#).

Please check before you lodge your appeal if you have completely filled out the form *and* if you have attached the following documents:

- A copy or screenshot of the contested decision
- Your motivation for lodging an appeal
- Possible other documents to support your appeal

Date

Signature (handwritten)³

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You can lodge your appeal by sending this filled out form and all the documents as mentioned above to the Complaints Service Point. You can do this via email, regular mail or by handing over your appeal at the Student Service Centre.

Via email to:

complaintsservice@maastrichtuniversity.nl

Via regular mail to:

Maastricht University
Student Service Centre (SSC)
Attn. Complaints Service Point (CSP)
Postbus 616
6200 MD Maastricht

Handing over at the Student Service Centre:

Information desk Visitor's Centre
Bondefantenstraat 2
6211 KL Maastricht
Mon. until Fri. 8.30 – 17.00hrs.

Please write clearly on the envelope: Attn. Complaints Service Point (CSP)!

³ Please sign the form with pen or electronically. Typing or writing your name is not sufficient!