



# Guidelines for Erasmus Mundus, Intra-ACP and Intra-Africa Student Complaints

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Erasmus+



**Guidelines for  
Erasmus Mundus, Intra-ACP and  
Intra-Africa Student Complaints**





## EUROPEAN COMMISSION

Education, Audiovisual and Culture Executive Agency

Unit A3 - Erasmus+ : Higher Education - Erasmus Mundus Joint Master Degrees

### Guidelines for Erasmus Mundus, Intra-ACP and Intra-Africa Student Complaints

**Have you applied for an Erasmus Mundus, Erasmus+ EMJMD, Intra ACP or Intra Africa scholarship?**

**Are you enrolled as an Erasmus Mundus, Erasmus+ EMJMD, Intra ACP or Intra Africa scholarship holder?**

These guidelines will help you proceed if you are facing difficulties with:

- the way your application for a scholarship has been dealt with;
- the way your study period and/or scholarship grant has been managed.

#### Introduction

As a student you may raise a complaint either before, during or after your study period. In all cases, please bear in mind that the European Commission or the Education, Audiovisual and Culture Executive Agency (hereinafter 'the Agency') has no contractual relations with the individual students benefitting from the programme.

The Agency signs a grant agreement with the consortium or partnership of universities<sup>1</sup> implementing the scholarship schemes. By means of this grant agreement the Agency ensures that the objectives of the programme and the implementation requirements are respected by the universities concerned. As a result, it will be through this agreement with the responsible university that the Agency will be able to act and, if justified, support your valid request against the partnership / consortium.

#### Part I: Complaints about scholarship applications

##### Step 1 Contact the consortium/partnership of the course

If you consider that your scholarship application has not been treated fairly, please first contact the consortium/partnership that is coordinating the course you have applied for and submit an appeal to them.

Each Erasmus Mundus, Erasmus+ EMJMD, Intra-ACP and Intra-Africa course must follow a set of requirements for student selection. This document can be made available to students by the course co-ordinator(s).

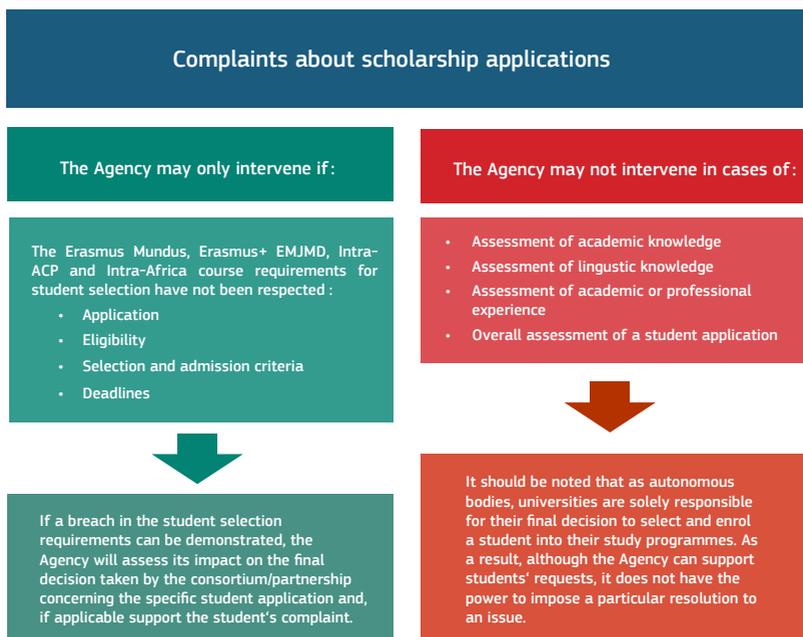
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<sup>2</sup> As specified in the documents annexed to the Grant Agreement, i.e. Programme Guide and the Administrative and Financial Handbook (including annexes) as well as in the Scholarship Notification Letter.

Following these requirements each consortium/partnership must publish an appeal procedure linked to their scholarship application and selection process. You should use this procedure in order to appeal against a decision concerning your application for a scholarship.

## Step 2 Submit a complaint to the Agency

After your complaint to the consortium/partnership has been treated and if the reply you received is unsatisfactory, or you still believe that your application was not assessed according to the student selection requirements, you may submit an official complaint to the Agency by filling in the [complaint form](#). You will be requested to answer a number of preliminary questions and to provide information related to your complaint. Please give short and precise answers. You are also asked to read and accept the Privacy Statement.



*Scope of Agency's intervention Part I*

## Part II: Complaints related to study periods and/or scholarship grants.

### Step 1 Check the student agreement/doctoral candidate agreement and/or the learning agreement (for short-term mobility)

If you consider that during your study period the formal Erasmus Mundus, Erasmus+ EMJMD, Intra-ACP and /or Intra-Africa course/programme requirements have not been respected or that you have not been treated fairly, please consult the student /doctoral candidate agreement. For short-term mobility, please also refer to the learning agreement according to which the major milestones of your study period have been arranged.

The agreements constitute the cornerstone for a common understanding between the student/doctoral candidate and the hosting university for all aspects related to the study period in the framework of the programme.

The agreement and its relevant annexes must provide a comprehensive overview of the rights and obligations of all parties regarding the academic, administrative, and financial conditions under which the study period will be organised, as well as the expected conduct of the involved parties. This document should be accepted by all parties through their joint signature. The same applies for the learning agreement which defines the work programme and work load to pass examinations or other forms of assessment.

Please note that:

- The respective agreement models are public documents that must be available on the website of the course/project. If it is not available, students should be provided with a copy prior to enrolling to the host university;
- Prior to signing the agreement, students should ask for clarifications if particular aspects of their future study period are not covered or not precisely formulated;
- Any changes to the agreements require a formal agreement of all relevant parties confirmed by their signatures;
- When the agreement is signed all parties are bound to respect the elements it contains.

The academic world is constantly evolving, so as to remain as close as possible to the needs of the students as well as those of the professional sector. In light of this, it is important that you approach your agreements with a level of adaptability in order to accommodate changes made by your host university to its academic and/or administrative offer.

This being said, if the obligations imposed on the students and doctoral candidates or their rights have been substantially altered from those under the original agreement, they are entitled to ask either for a formal revision of the agreement or for the university to respect what was originally agreed.

## Step 2 Dialogue with the consortium/partnership

The best way to obtain a revision or an enforcement of the agreements is through dialogue with the appropriate authorities within the host university and within the consortium or partnership in charge of organising the study programme.

In order to do so, you should:

- Contact the responsible course representative/tutor of your hosting institution;
- If necessary, contact the project coordinator;
- Students and candidates of an requirement of the concerned programme may discuss the issue with the student representative of the course. This representative may have additional information from similar cases in the past and/or may wish to refer the issue to the EMA<sup>3</sup> Course Quality Advisory Board.

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<sup>3</sup> EMA: Erasmus Mundus Students and Alumni Association

You may use your case to improve the student agreement for future generations of students in collaboration with the consortium/partnership.

### Step 3 A formal complaint to the consortium/partnership

If, after the dialogue (which should preferably result in summary minutes circulated among the parties involved), you still consider that your concern has not been properly addressed, you may choose to start a formal complaint procedure within the consortium/partnership in charge of your studies:

- Ask for the formal complaint procedure that applies to your consortium/partnership or your host university; this information must be provided on the website of the course/project;
- Follow the required steps;
- Ensure you receive an acknowledgement of receipt with the indicated response time.

### Step 4 A formal complaint to the Agency

**After your complaint to the consortium/partnership has been treated, if the reply you receive is unsatisfactory, you may present a formal complaint to the Agency by filling in the [complaint form](#).**

You will be asked to answer a number of preliminary questions and provide information related to your complaint. Please give short and precise answers. You will also be asked to read and accept the Privacy Statement.

The Agency will assess whether the situation or practice that you have described goes against the objectives or requirements of the concerned programme as a whole or the commitments taken by the applicant consortium/partnership in its grant application.

The Agency may invite the course representative of your host institution or the coordinator of the consortium/partnership to provide further information.

You may also be consulted by the Agency in the course of the treatment of your complaint. If this is the case, please avoid sending unnecessary attachments especially health certificates unless requested.

## Complaints related to study periods and/or scholarship

The Agency may only intervene if:

The requirements for the concerned programme have not been respected:

- The regularity and the amount of scholarship payment;
- The minimum insurance requirements;
- The award of a degree and the recognition of credit mobility.

The terms and provisions of the student/doctoral candidate and/or learning agreement and its annexes as well as the information provided on the course's/project's website or other official documentation of the consortium/partnership are not respected;

The Agency may not intervene if:

- The complaint concerns the assessment and supervision of academic performance;
- The complaint addresses issues relating to the internal regulations of the higher education institution(s) in question;
- The complaint addresses national regulations such as visa requirements and residence permits.



If the Agency confirms that these requirements or commitments have not been respected, it may request the consortium to address the issue by taking corrective action.

In these cases, the decision made by the consortium/partnership must be accepted.

*Scope of Agency's intervention Part II*

## General information

You are asked to **carefully read the guidelines** provided in this document before completing the student e-complaint form.

For the purpose of submitting a complaint you will be asked to fill in an [e-complaint form](#). Once your complaint is submitted you will receive an acknowledgment email. You might be contacted by the Agency whilst your complaint is being treated and it is possible that further information will be requested.

Please note that the Agency will make contact with the consortium/partnership of the respective course /project when treating the majority of complaints. In certain cases, it might be considered necessary to discuss the complaint with other relevant stakeholders, such as National Agencies that work for the Erasmus+ programme in the programme countries, the EU Delegations and/or the Erasmus+ National Office in the partner countries.

## Closure of the complaints

When your complaint is considered closed, you will receive a formal reply from the Agency.

Please note that according to the [Code of Good Administrative Behaviour](#) of the European Commission, the Agency reserves the right to discontinue any such exchange of correspondence which can reasonably be considered improper, for example because it is repetitive, abusive, or because the Agency has already clarified your existing query.

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