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HU Legal Protection for Students Regulations

HU Legal Protection for Students Regulations 2026-2027

Adopted by the Executive Board on 21 april 2026, with the consent of the University Council on 13 May 2026.

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1 Introduction

As a (prospective) student, external student (extraneus), or course participant, you may be confronted with decisions or actions by staff members or an organisational unit of the university of applied sciences that affect your legal position. If you do not agree with a decision or believe your interests are being harmed, there are various options for legal protection. The statutory provisions on this are laid down in Title 4 of Chapter 7 of the Dutch Higher Education and Research Act (Wet op het Hoger onderwijs en Wetenschappelijk onderzoek, WHW).

This regulation describes two forms of legal protection:

1. Lodging an appeal.
2. Submitting a request for review.

Appeal

You can lodge an appeal against decisions that affect your rights and/or obligations. In legal terms, this is referred to as a “decision with legal effect”. Examples include a decision refusing an exemption, a disciplinary sanction, or a refusal to enrol in a programme.

If you do not agree with a decision, or if a decision on a request you have submitted is not forthcoming, you can submit an appeal via the HU Legal Protection for Students Office (hereinafter: the HU Desk). You submit your appeal by completing a digital appeal form. The HU Desk ensures that your appeal is handled by the appropriate body.

The law requires higher education institutions to establish two committees:

1. The Examination Appeals Board, which handles appeals relating to decisions by examination boards and examiners.
2. The Disputes Advisory Committee, which handles appeals concerning decisions relating, among other things, to enrolment and deregistration for a programme, tuition fee refunds, and measures imposed due to student misconduct.

Request for review

If there is no decision with legal effect, but you are dissatisfied with other matters such as the content of education, scheduling, or the quality of facilities, you may submit a complaint. Complaints and appeals are different concepts that relate to different issues.

In the most ideal situation, those involved resolve a conflict among themselves. You are expected to first contact the person to whom the issue relates, for example a lecturer or study advisor. Both you and this person are expected to be open to consultation and to make a joint effort to reach a solution.

In cases such as inappropriate treatment or unwanted behaviour, the first step is to try to raise and discuss the issue directly. If this is not possible, you can seek advice and assistance from the university’s confidential advisers or ombudsperson. If you are unable to resolve the matter together, or if it is not an option for you to address the behaviour of the person concerned, you may submit a complaint.

A complaint can be submitted to the institute of your programme via the digital complaints form on HUenlk. The Student Information Point (STIP) can support you in doing so. After submission, STIP forwards your complaint to the relevant institute director. STIP does not assess complaints on their substance, unless the complaint concerns STIP itself. If your complaint relates to (a suspicion of) wrongdoing or inappropriate behaviour, please refer to the section on special complaint procedures below.

Are you dissatisfied with the handling of your complaint? In that case, you can submit a request for review to the HU Desk using the digital appeal form. This request for review is assessed by the independent Student Complaints Committee, which provides advice to the Executive Board. The Executive Board ultimately decides on your request for review.

Special complaint procedures

It may occur that you encounter issues within your programme at HU related to integrity, misconduct, or inappropriate behaviour. For example, you may feel you have been treated unfairly or suspect that wrongdoing is taking place. In all such cases, the first step is to make the matter open for discussion. This can be done with your study advisor, learning team supervisor, student counsellor, confidential adviser, or ombudsperson. If this is not possible or does not lead to a satisfactory solution for you, there is the option to submit a report. The report will then be handled by the independent

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Integrity Committee. More information on how to submit a report can be found on the website of the external committee.

Finally, for readability purposes, this regulation consistently uses “you” or “the student” in the text. Where “the student” is used, it may also be read as: prospective student, external student, or course participant, unless the relevant article indicates otherwise.

2 GENERAL PROVISIONS

Article 1 Definitions

1. **Appeal:**
The legal procedure before the Examination Appeals Board, as described in these regulations.
2. **Appellant:**
The person who lodges an appeal against a decision.
3. **Body:**
A person or group of persons who, under or pursuant to a generally binding regulation within the university, is vested with any authority.
4. **Course participant:**
A person participating in contract education provided by HU University of Applied Sciences Utrecht.
5. **Decision:**
A written decision that produces legal effects, taken by or on behalf of a body of the university of applied sciences. The failure to take a decision, or the failure to take a timely decision, is deemed equivalent to a decision against which an appeal may be lodged.
6. **Disputes Advisory Committee:**
The committee as referred to in Section 7.63a of the WHW and in the HU Students' Charter. Its organisation and powers are laid down in these regulations.
7. **Examination:**
The final assessment of a study programme or its propaedeutic phase. Each programme includes an examination, which may consist of an assessment of the student's knowledge, insight, and skills, including investigations conducted by the examination board.
8. **Examination Appeals Board:**
The board as referred to in Section 7.60 of the WHW and in the Students' Charter. Its organisation and powers are laid down in the HU Student Legal Protection Regulations. The board decides on appeals by students against decisions of examination boards and examiners.
9. **Executive Board:**
The governing body of the university and the executive board of the Stichting Hogeschool Utrecht, in accordance with Section 10.8 of the WHW, with duties and powers as defined in the foundation's articles of association.
10. **Extraneus:**
A person enrolled as an extraneus at the university pursuant to Section 7.32¹ et seq. of the WHW. An extraneus is not entitled to attend classes but may take examinations and use certain study facilities.
11. **HU Legal Protection Desk for Students:**
A facility established by the Executive Board as referred to in Section 7.59a of the WHW, where students may submit complaints and appeals. The desk forwards these to the competent body for handling.
12. **Institute Director:**
The person responsible for managing an institute, with duties and powers as described in the Administrative and Management Regulations (available at www.hu.nl/governance).
13. **Integrity Committee:**
An independent committee appointed by the Executive Board that investigates complaints concerning undesirable conduct, breaches of integrity, and misconduct. Its organisation, responsibilities, and powers are laid down in the

¹ This regulation therefore applies to (prospective) students and extranei of accredited programmes registered in RIO. Article 2(4) extends the scope with regard to internal procedures to include course participants (contract education).

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relevant regulations on reporting suspected integrity breaches, suspected misconduct, and undesirable conduct (available via HU-Wegwijs).

14. **Interested party**

The person whose interest is directly affected by a decision.²

15. **Mediator:**

An independent and neutral third party who assists the parties in reaching a mutually acceptable solution to a dispute.

16. **Objection:**

The legal procedure before the Disputes Advisory Committee, as described in these regulations.

17. **Request for review:**

A request for review of a decision taken in response to a complaint.

18. **Recess:**

A pre-scheduled period during which the regular activities, meetings, or hearings of the Examination Appeals Board, the Disputes Advisory Committee, and the Student Complaints Committee are suspended.

19. **STIP (Student Information Point):**

A digital and physical contact point where students may ask education-related questions and seek advice on procedures. STIP functions as the institute-level service desk. Students may submit a complaint form via STIP, after which STIP forwards it to the competent body for further handling.

20. **Student:**

A person enrolled at the university as a student (full-time, part-time, or dual) pursuant to Section 7.32 et seq. of the WHW³ and other applicable legislation. The rights and obligations of students are set out in the HU Students' Charter.

21. **Student Complaints Committee:**

A committee established by the Executive Board for handling complaints as referred to in Section 7.59b of the WHW (excluding complaints concerning undesirable conduct). Its organisation, responsibilities, and powers are laid down in the HU Student Legal Protection Regulations.

22. **University:**

Hogeschool Utrecht, maintained by the Stichting Hogeschool Utrecht (HU).

23. **Week:**

A period of seven consecutive days, excluding officially recognised public holidays recorded in Osiris. Only the annual summer and Christmas recesses established by the HU Legal Protection Desk for Students, and officially recognised public holidays, suspend appeal deadlines. The start and end dates of the recess periods are determined by the HU Legal Protection Desk for Students and published on HU-Wegwijs and in official correspondence.

24. **WHW:**

The Higher Education and Research Act (Wet op het hoger onderwijs en wetenschappelijk onderzoek), as published in the Dutch Bulletin of Acts and Decrees 1992, no. 593, including subsequent amendments and supplements.

² The term also includes prospective or former students, extranei, and course participants (see Article 2(6)) who lodge an appeal against a decision concerning admission to or enrolment in a publicly funded or non-publicly funded programme.

³ This regulation therefore applies to (prospective) students and extranei of publicly funded programmes. Article 2(6) extends the scope, with regard to internal procedures, to students of non-publicly funded programmes registered in RIO (formerly CROHO-registered post-initial programmes) and to course participants (contract education).

Article 2 Relation to the Law and Scope

1. This regulation is the regulation as referred to in Article 37 of the HU Student Charter and Article 7.62 of the Dutch Higher Education and Research Act (Wet op het Hoger onderwijs en Wetenschappelijk onderzoek, WHW). This regulation sets out how the Examination Appeals Board and the Disputes Advisory Committee are composed and what their competences are. It also explains on what grounds you may lodge an appeal, how the appeal procedure is conducted, and how a decision or advisory opinion is reached (as laid down in Article 7.60 et seq. WHW for the Examination Appeals Board and Article 7.63a WHW for the Disputes Advisory Committee).
2. The Examination Appeals Board handles appeals against decisions referred to in Article 7.61(1) of the Dutch Higher Education and Research Act (WHW), such as a binding negative study advice (BSA).

The Disputes Advisory Committee handles appeals against other decisions that have legal effect and that have been taken pursuant to the WHW or regulations based on the WHW, such as decisions concerning your enrolment or deregistration from a programme.

Neither the Examinations Appeals Board nor the Disputes Advisory Committee has jurisdiction to rule on claims that fall within the competence of the civil courts, such as a request for compensation for damages.
3. This regulation also sets out the complaints procedure as referred to in Article 7.59b of the Dutch Higher Education and Research Act (WHW).
The Student Complaints Committee does not have jurisdiction to rule on claims related to a complaint that fall within the competence of the civil courts, such as a claim for compensation for damages arising from a complaint.
4. The appeals procedure before the Examinations Appeals Board is also available to participants in contract education programmes that conclude with a form of assessment.
As a participant in contract education, you may only lodge an appeal against decisions concerning the assessment or determination of examination or test results.

Article 3 Disclosure

The institute director shall ensure that students, prospective students, external students (extraneï), and participants in contract education are informed about the complaint's procedure and the objection and appeals procedures.

This information shall, at any event, be included in the study guide. Specific attention shall also be drawn to the Institute Legal Protection Desk, which is housed within the Student Information Point (STIP).

3 THE LEGAL PROTECTION INSTITUTE OFFICE

Article 4 Organisation and Tasks of the Legal Protection Institute Office

1. Each institute director shall ensure that, in addition to a digital desk, at least one Institute Legal Protection desk⁴ is available within the institute. This desk is housed within the Student Information Point (STIP). The study guide of your programme contains information on the location of the STIP and how it can be contacted.
2. If you submit a complaint to the STIP, the STIP will forward the complaint to the body responsible for handling it. If you submit an objection, an appeal, or a request for review, the STIP will forward it to the HU Student Legal Protection Desk.
3. The STIP registers the name of the student filing the complaint, the date of filing, the date of processing, and informs the institute management.
4. The STIP informs students about the procedures and can refer students for advice and assistance, for example to a confidential advisor or a mediator.
5. If you wish to lodge a complaint verbally, the STIP will record the complaint on the digital complaint form provided for that purpose and will forward it to the body responsible for handling the complaint.
6. If a student wishes to report a case of (suspected) malpractice, the STIP will refer the student to the reporting centre designated in the Regulation for Suspected Malpractice or the Regulation for Suspected Integrity Violations or to the HU Legal Protection for Students Office.

Article 5 Obligation to Forward

If you submit a complaint, objection, or appeal to a body that is not competent to handle your case, it will be forwarded as soon as possible to the competent authority. The date on which your complaint, objection, or appeal was originally received will remain the date of receipt. You will also receive a notification indicating to which body your complaint, objection, or appeal has been forwarded.

⁴ Institutes can, at their discretion, set up a point of contact per programme or per cluster.

4 THE COMPLAINT PROCEDURE AT THE HU

Article 6 The Complaint Procedure at the HU

1. If you feel that an action or decision by a staff member, another student, or a HU body has adversely affected your position within the HU educational environment, you can submit a complaint with the request to make a provision.
2. A complaint cannot be lodged against:
 - decisions with legal effect that can be appealed (pursuant to Article 1 of these regulations);
 - actions or decisions for which another procedure is available under HU regulations, unless otherwise specified in paragraph 4;
 - actions or decisions about which you have already submitted a complaint;
 - generally applicable decisions.⁵

3. You may submit your complaint in writing or electronically:

- via the STIP, which will forward your complaint to the appropriate body; or
- directly to the person or body you are complaining about. Oral complaints will be recorded by the STIP using the digital complaint form.

Complaints may also be submitted via the HU Student Legal Protection Desk (see Chapter 10). Reports of misconduct or undesirable behaviour may be submitted to the Integrity Committee via the website: <https://www.berenschot.nl/meldpunthu>.

4. You must submit your complaint within one year of the act or decision in question. If the complaint concerns misconduct or undesirable behaviour, different time limits and procedures apply in accordance with the Regulations on Reporting a Suspected Misconduct and the Regulations on Undesirable Behaviour (available via HU-Wegwijs).
5. Your complaint must be signed and must include at least:
 - your name, address details and student number;
 - the reasons for your complaint;
 - a clear description of the act or decision, including the date, name and position of the person involved;
 - if applicable, a copy of the decision.

You may use the standard complaint form available on HUenIk.

Reports of misconduct may be submitted anonymously to the Integrity Committee (see paragraph 3).

6. The institute director, knowledge centre, or service department shall determine, in accordance with applicable laws and (internal) regulations, which body will handle your complaint. If your complaint has been forwarded via the STIP, that body will inform the STIP of the date of completion of the handling of the complaint.
7. You will receive an acknowledgement of receipt within one week of receiving your complaint. If your complaint is incomplete, you will be given the opportunity to supplement it.
8. A complaint will be declared inadmissible⁶ if:
 - it was not submitted within the time limit mentioned in paragraph 4 (unless you can demonstrate that submission was not reasonably possible earlier);
 - it does not meet the requirements of paragraph 5, even after a request for supplementation;
 - it concerns a situation as described in Article 13.

⁵ A decision of general application is a decision which is not aimed at an individual or a specific case.

⁶'Inadmissible' means that the complaint will not be processed because formal requirements have not been met.

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9. The handling body may invite you to provide an oral explanation of your complaint. In that case, you will be invited in due time.
10. If your complaint concerns a person, that person will be informed about the content of your complaint and will be given the opportunity to respond. That response will be taken into account in the handling of your complaint.
11. The handling body will assess the information and make a decision as soon as possible, and no later than six weeks after receipt of your complaint.⁷ The decision will state the outcome and, where applicable, an advisory opinion or measure. The decision will also state that you may submit a request for reconsideration, including the applicable deadline (see paragraph 12). If the decision is not made by the institute director, they will receive a copy.
12. If a decision cannot be made in time, you will be informed before the deadline expires, with an explanation of the delay and a new decision deadline. If you disagree with the decision on your complaint, you may submit a request for review to the Student Complaints Committee via the HU Legal Protection for Students Office within six weeks of the date of the decision. The procedure is described in Chapter 5 of these regulations.
13. The summer and Christmas recess set annually by the HU Legal Protection for Students Office, as well as generally recognized public holidays, suspend the time limits mentioned in these regulations.

⁷ If the decision on the complaint is sent digitally, a scanned signature will be placed on the decision.

5 THE HU LEGAL PROTECTION FOR STUDENTS OFFICE

Article 7 Organisation of the HU Legal Protection for Students Office

There is a digital HU Legal Protection for Students Office (HU Office). The study guides and HU-Wegwijz set out how to reach the HU Office.

Article 8 Tasks of the HU Legal Protection for Students Office

1. The HU Legal Protection Office provides administrative support to the Examination Appeals Board, the Advisory Committee on Disputes, and the Student Complaints Committee.
2. The HU Legal Protection Office informs you about the various procedures and may refer you for advice and assistance, for example to a confidential advisor or mediator. The HU Legal Protection Office also informs and advises STIP.
3. If you wish to submit a request for reconsideration or a complaint orally, the HU Legal Protection Office will record this in the digital appeal form. If you suspect misconduct, you may also report this via the HU Legal Protection Office. The HU Legal Protection Office will forward your report to the designated reporting point as specified in the Regulation on Suspected Misconduct.

6 ORGANISATION OF THE EXAMINATIONS APPEALS BOARD AND THE DISPUTE RESOLUTION COMMITTEE

Article 9 Composition

1. In addition to the chair and a deputy chair, the Examination Appeals Board and the Advisory Committee on Disputes consist of twelve members and at least an equal number of deputy members. Half of the members are employed as teaching staff at the university of applied sciences; the other half consist of students of the university of applied sciences.
2. The Examinations Appeals Board and the Dispute Resolution Committee operates in six separate chambers.

Chamber 1: Study programmes within the domain of Communication & Journalism.

Chamber 2: Study programmes within the domain of Economics & Management.

Chamber 3: Study programmes within the domain of Education.

Chamber 4: Study programmes within the domain of Healthcare.

Chamber 5: Study programmes within the domain of Science & Technology.

Chamber 6: Study programmes within the domain of Society & Law.

3. Each chamber consists of five members. In addition to the chairman, the chamber consists, in principle, of:
 - a. an tutor employed in a study programme within the relevant domain;
 - b. a student from a study programme within the relevant domain;
 - c. an tutor employed in a study programme within another domain at the university;
 - d. a student from a study programme within another domain at the university.
4. An employee who is also a chairman or member of an examination board does not act as a member of the Examinations Appeals Board if it is handling an appeal against a decision of the examination board in question, a decision of an examiner of the study programme(s) or group of study programmes for which the examination board in question has been appointed.

Article 10 Appointment

1. The chairman and members of the Examinations Appeals Board and the Disputes Advisory Committee are appointed by the Executive Board.
2. The University Council is invited to nominate persons for appointment as members of the Examinations Appeals Board and the Dispute Resolution Committee, with due observance of Article 10 Paragraph 5 and 6 of these regulations.
3. The resolution to appoint a member of the Examinations Appeals Board and/or the Dispute Resolution Committee will record (in view of Article 9, Paragraph 2 of these regulations) of which chambers the member in question will hold a seat. If necessary, the member shall act as a deputy member in the other chambers. In special cases, the chairman may determine that a chamber consists of one employee and one student.
4. The chairman must meet:
 - a. the requirements for appointment as a judicial officer, as referred to in Section 5 of the '*Wet rechtspositie rechterlijke ambtenaren*' (Judicial Officers (Legal Status) Act);
 - b. possess knowledge of the specific laws and regulations in higher (professional) education and have sufficient procedural experience;
 - c. avoid any form of conflict of interest with its ancillary activities.
5. The following parties may be appointed as member of the Examinations Appeals Board:
 - a. persons who, on the basis of an open-ended employment contract, are employed as tutors by the university on the basis of the '*CAO-HBO*' (Collective Labour Agreement for Higher Professional Education);
 - b. persons who are enrolled as students at the university.

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6. The following parties may be appointed a member of the Dispute Resolution Committee:
 - a. persons who, on the basis of an open-ended employment contract, are employed by the university on the basis of the 'CAO-HBO' (Collective Labour Agreement for Higher Professional Education);
 - b. persons who are enrolled as students at the university.
7. Staff members cannot be appointed as chair or member if they are part of the university's board of trustees, including the Executive Board, or if they serve as institute director, programme manager, team leader, or student counsellor. Members of the national inspectorate for higher education are also not eligible to serve as chair or member of the Examination Appeals Board or the Dispute Resolution Committee.
8. The chairman is appointed for a term of three years. Reappointment is possible.
9. The members of the Examinations Appeals Board and the Dispute Resolution Committee are appointed for a term of three years insofar as this concerns staff members, and for a term of two years insofar as this concerns students. Reappointment is possible.
10. Membership of the Examinations Appeals Board and the Dispute Resolution Committee ends when the term of appointment expires.

The chairman and the members may also be dismissed by the Executive Board at their own request. A request for dismissal should be submitted at least two months before the intended date of dismissal.

The chairman and the members shall also be dismissed by the Executive Board if they no longer meet the requirements referred to in Paragraph 4, 5 or 6 of this Article.

In addition, student members may be dismissed if they have been sanctioned for non-compliance with the law and standards arising from it, or other internal standards and instructions.

11. All provisions of this article concerning the chairperson and members of the Examinations Appeals Board and the Dispute Resolution Committee also apply to their deputies.

Article 11 Secretariat

1. The Examinations Appeals Board and the Dispute Resolution Committee are supported by a secretary and one or more deputy secretaries, who are appointed by the Executive Board.
2. The secretary participates in the deliberations of the Examinations Appeals Board and the Disputes Advisory Committee but does not have voting rights.
3. The secretary maintains an archive of the submitted appeals. This archive is accessible only to the secretary (and those supporting the secretary), the chair, and the members of the Examination Appeals Board and the Advisory Committee on Disputes, insofar as this is necessary for the performance of their duties.

Article 12 Facilitation

The chairman and the members of the Examinations Appeals Board and the Dispute Resolution Committee are remunerated for their work. This remuneration is regulated in the HU Bodies (Legal Protection of Students) Facilities Regulation.

7 POWERS OF THE EXAMINATIONS APPEALS BOARD AND THE DISPUTE RESOLUTION COMMITTEE

Article 13 Object of Appeal for the Examinations Appeals Board

1. The Examinations Appeals Board rules on the basis of Section 7.61 WHW and these regulations on appeals lodged against:
 - a. decisions on the binding study recommendation (Section 7.8(b)(3) and 7.8(b)(5) of the WHW) and the binding referral (Section 7.9(1) of the WHW);
 - b. decisions about whether or not a student has passed the final examinations (as referred to as referred to in Section 7.9(d) of the WHW);
 - c. decisions, other than decisions of general application, made pursuant to the provisions under or by virtue of, on the basis of Title 2 of Chapter 7 of the WHW, with a view to admission to examinations;
 - d. decisions taken on the basis of the additional assessment if the additional educational admission requirements are not met (as referred to in Sections 7.25(5) and 7.28(4) of the WHW);
 - e. decisions of examination boards, examiners;
 - f. decisions of committees on (the results of) the admission test (as referred to in Section 7.29(1) of the WHW);
 - g. decisions on admission to master's degree programmes (Section 7.30(b) of the WHW)

In case of course participants:

- h. decisions about whether a student has passed the interim examinations and the final examination;
 - i. decisions, not being decisions of general application, with a view to admission to (interim) examinations;
 - j. decisions of the quality committee and examiners;
2. Pursuant to Section 7.63(a) of the WHW, the Dispute Resolution Committee rules on appeals against decisions taken pursuant to Chapter 7 of the WHW that concern something other than what is stated in Paragraph 1 of this Article and Section 7.61 of the WHW.
3. For the purposes of these regulations, a decision is also understood to include:
 - a. the written refusal to make a decision, and
 - b. failure to make a decision in time. A decision is not made in time if it is not made within the time limit specified by or on the basis of law, or, in the absence of such a time limit, not within eight weeks.
4. No appeal can be lodged against decisions of general application.⁸

Article 14 Circle of Parties Entitled to Appeal

1. If you are a prospective, current or former student? Then you are considered an interested party⁹ in a decision an may lodge an appeal with the Examinations Appeals Board or, if applicable, a complaint with the Dispute Advisory Committee.
2. If you are a course participant? Then you may submit an appeal to the Examination Appeals Board if you disagree with a decision regarding assessment.

⁸ Decisions of general application do not concern one individual stakeholder. Issues caused by these decisions can generally be addressed through participatory bodies.

⁹ Prospective students may also be included in the category of persons entitled to appeal, for example in relation to decisions concerning admission to or enrolment in a programme.

Article 15 Grounds for Appeal

You can lodge an appeal against a decision if the decision is contrary to the law.

This is the case, among other things, if:

- a. the decision is contrary to a generally binding regulation¹⁰;
- b. the body in question, when making the decision, used its authority for a purpose for which it was not intended;
- c. the body in question could not reasonably have reached the decision when considering the interests involved;
- d. the decision is contrary to any other general principle of proper management.

¹⁰ A generally binding provision is a rule or law that applies to everyone.

8 THE PROCEDURE FOR THE EXAMINATIONS APPEALS BOARD AND THE DISPUTE RESOLUTION COMMITTEE

8.1 Lodging an Appeal

Article 16 Lodging an Appeal

1. You can lodge an appeal with the Examinations Appeals Board or with the Dispute Resolution Committee through HUKAS by completing a digital appeal form.¹¹
2. If your appeal has been submitted to a different organisational unit of the university of applied sciences, it will be forwarded to the HU Legal Protection Desk as soon as possible, including the date of receipt. You will receive confirmation of this transfer.
3. Filing an appeal does not suspend¹² the effect of the decision against which you are appealing, unless otherwise provided by or pursuant to a statutory provision.

Article 17 Appeal Content

1. The notice of appeal must contain at least the following information:
 - a. your name, home address, place of residence, student number, and the name of the institution and programme in which you are enrolled;
 - b. the email address¹³ used for all correspondence relating to the appeal;
 - c. the date on which the appeal is submitted (date of submission);
 - d. a clear description of the decision (including the date of that decision) against which the appeal is directed, stating the person or organisational unit that made the decision;
 - e. one or more grounds, as referred to in Article 15 of these regulations, on which the appeal is based;
 - f. a claim formulated as precisely as possible.
2. A copy of the decision against which the appeal is directed must be attached to the notice of appeal. The date of the decision must be clearly legible. If your appeal is directed against the refusal to take a decision, you must submit a copy of your request together with a clear description of the decision that, in your view, should have been taken.
3. If your notice of appeal does not meet the requirements set out in paragraph 1 of this article, the HU Service Desk (HU-Loket) will inform you and grant you a period to remedy the deficiencies (rectification). If you fail to supplement the notice of appeal within this period in accordance with the requirements of paragraph 1, the appeal will be declared inadmissible.

¹¹ The appeal form is available on <https://wegwijs.hu.nl/ondersteuning/persoonlijke-omstandigheden/welzijn-en-gezondheid/beroep-of-herzieningsverzoek-indienen?fromSearch=true&q=beroep%20indienen>, 'hukas.hu.nl', and on the HU website at 'www.hu.nl/rechten-en-plichten'.

¹² By suspending a decision, it is meant that the decision has not yet been taken definitively.

¹³ The student is responsible for ensuring that this email address is accessible and for checking it regularly. The (prospective) student is also expected to check the spam folder if necessary, as it cannot be excluded that emails from HU University of Applied Sciences Utrecht may end up there.

Article 18 Appeal Period

1. The period for submitting a notice of appeal is six weeks. This period starts on the day after the day on which the relevant decision was made known to you or was refused¹⁴.
2. A notice of appeal is considered timely submitted if it is received by the HU Legal Protection Student Desk (HU-Loket Rechtsbescherming Studenten) before the end of the period referred to in paragraph 1.
3. If you have submitted an appeal within the prescribed time limit but have not yet included the required arguments or grounds, you may request additional time to supplement your notice of appeal. This request must be substantiated with reasonable grounds, as assessed by the Examination Appeals Board or the Disputes Advisory Committee.
4. If your notice of appeal is submitted after the expiry of the period referred to in paragraph 1, it may in principle be declared inadmissible. This means that the appeal will not be considered on its merits. Before such a decision is taken, the body that issued the decision will be asked to examine whether an informal resolution (amicable settlement) is possible (see also Article 20).

In exceptional cases, a late appeal may still be admitted for consideration. In that case, you must demonstrate that you submitted the appeal as soon as could reasonably be expected.

5. If your appeal is directed against the failure to take a decision in time, the time limit referred to in paragraph 1 does not apply. However, your appeal may be declared inadmissible if it is submitted unreasonably late.

Article 19 Confirmation of Receipt

You will receive a confirmation through HUKAS when your appeal has been received. In HUKAS you are also informed about the possibility of requesting a provisional arrangement, as referred to in Article 29 of these regulations.

¹⁴ If the appeal period ends on a Saturday, Sunday, or officially recognised public holiday, the period is extended until the first following day that is not a Saturday, Sunday, or officially recognised public holiday.

8.2 Amicable Settlement

Article 20 Amicable Settlement

1. The HU Legal Protection Desk forwards forwards the notice of appeal to the organisational unit that took the decision (hereinafter: the respondent), with the request to consult with the parties involved to examine whether the parties can reach an amicable settlement. The respondent is also informed of the deadline for which a report must be submitted on the outcome of this consultation. If the parties reach a settlement, no further proceedings will take place before the Examination Appeals Board or the Disputes Advisory Committee.
2. If the appeal is directed at the decision of an examiner, the HU Service Desk forwards the notice of appeal both to the relevant Examination Board and to the examiner(s). In such cases, the Examination Board examines whether the parties can reach an amicable settlement and invites the parties involved to consultation.
3. If the parties reach a settlement, the respondent must inform the HU Service Desk of this before the expiry date. The HU Service Desk will then ask you to confirm in writing that a settlement has been reached. After you have provided this confirmation, the appeal file will be closed and the procedure terminated.
4. If the parties do not reach a settlement, the Examination Appeals Board or the Disputes Advisory Committee will first assess whether the appeal was submitted within the prescribed time limit. If the appeal was submitted out of time, it will be examined whether there are excusable reasons for the late submission.

If the Examination Appeals Board or the Disputes Advisory Committee concludes that there are no excusable reasons for the late submission, the matter will be further handled in accordance with Article 31(1)(b).

5. If you submitted your appeal within the time limit, or if the Examination Appeals Board or the Disputes Advisory Committee has ruled that there are excusable reasons for the late submission, your appeal will be considered on the merits by the Examination Appeals Board or the Disputes Advisory Committee. See further Article 21.

8.3 Preliminary Investigation

Article 21 Method

1. The preliminary investigation shall be conducted under the direction of the chairman. Organisational units, staff members, and examiners of the University of Applied Sciences shall provide, whether requested or unrequested, all information required in connection with the appeal to the Examination Appeals Board or the Disputes Advisory Committee.

Article 22 Written Defence

1. If you and the other parties do not reach a mutual agreement (see Article 20 amicable settlement), the other party is expected to submit a statement of defence within a specified period. This is their written response to your appeal, objection, or request for review.
2. The other party may request the Examination Appeals Board or the Disputes Advisory Committee to grant an extension for submitting the statement of defence and/or any supplement thereto. An extension may be granted if the Examination Appeals Board or the Disputes Advisory Committee considers that there are reasonable grounds for doing so.
3. Even if the other party fails to submit a statement of defence, or submits it late, a hearing will still be scheduled.

8.4 Invitation to a Hearing

Article 23 Invitation to a Hearing

1. After the defendant has submitted the written defence, the secretary shall, in consultation with the chairman, determine the time and place for hearing the appeal. In principle, the hearing takes place within three weeks after receipt of the written defence.\
2. The HU Office shall invite the parties in writing to attend the hearing at least one week before the date of the hearing. This concludes the preliminary investigation.

Article 24 Inspection of Documents

At the same time as the invitation referred to in Article 23, or as soon as possible thereafter, the HU Service Desk shall send a case file containing the documents to the parties.

Article 25 Submission of Further Documents

The parties may submit further documents up to four working days before the hearing. The parties shall be made aware of this in the invitation, as referred to in Article 23 of these regulations.

8.5 Recusal and Privilege

Article 26 Recusal

1. If a party believes, or has reason to suspect, that one of the members of the Examination Appeals Board or the Disputes Advisory Committee is not impartial, that party may submit a request for recusal.
2. A request for recusal must be submitted to the secretary no later than two working days before the hearing, stating the facts or circumstances on which the request is based. If the facts or circumstances become known only at the start of the hearing, the request may be made orally at that time. In such a case, the hearing will be suspended until a decision has been made on the request for recusal.
3. The request for recusal shall be decided, if possible, by the other members of the relevant chamber of the Examination Appeals Board or the Disputes Advisory Committee, unless the member concerned agrees to the recusal. The decision shall be reasoned and communicated to the parties as soon as possible.

Article 27 Privilege

The Chair or another member of the Examination Appeals Board or the Disputes Advisory Committee may submit a request for recusal if there are facts or circumstances that could affect their impartiality. This means that the person concerned will not take part in the handling of the case.

Articles 26(2) and 26(3) apply mutatis mutandis to a request for recusal.

8.6 Provisions for Urgent Appeals

Article 28 Expedited Processing of Appeal with the Examinations Appeals Board

1. The Examinations Appeals Board may, if the case is urgent, decide to process the appeal expeditiously.
2. Expedited processing means that the time limit for submitting a written defence, as referred to in Article 22(2) of these regulations, is shortened;
3. If the Examinations Appeals Board decides that an appeal will be dealt with expeditiously, the secretary, in consultation with the chairman, will set the time and place of the hearing as soon as possible. Article 23(2) of these regulations applies in this respect.

Article 29 Provisional Arrangements with the Examinations Appeals Board

1. In certain situations, your interest may require an immediate measure. In such cases, pending the decision on your notice of appeal, you may submit a reasoned request to the Chair of the Examination Appeals Board for interim relief (a provisional measure). You may also do so if the respondent has previously refused to grant such interim relief.¹⁵ Article 18 of these regulations applies mutatis mutandis to the request (Article 7.61(6) of the Dutch Higher Education and Research Act (WHW)).
2. After your request has been received, it will first be submitted to the respondent with the question whether they agree to the requested measure or whether they will themselves take a comparable measure.

If the respondent agrees or takes a comparable measure, your request will be considered resolved and no further proceedings will take place.

If the respondent does not agree, the Chair of the Examination Appeals Board will decide on your request. The Chair may, if necessary, hear both you and the respondent before making a decision. If the parties have been invited to be heard but do not respond in time to the invitation, the Chair may also decide without further hearing of the parties. Article 32 of these regulations applies.

3. The secretary shall determine, in consultation with the Chair, the time at which you and the other parties involved will be summoned. The summons may be made either orally or in writing and, where the Chair considers there to be an urgent reason, also outside normal working and study hours.
4. Your provisional measure shall lapse as soon as the Examination Appeals Board has decided on your appeal, unless the written decision of the Chair of the Examination Appeals Board specifies a different point in time.

Article 30 Expedited Processing of Appeal with the Dispute Resolution Committee

1. In cases involving urgency, the Chair of the Disputes Advisory Committee may, within one week after submission of the notice of objection, determine that the Committee will handle the objection on an expedited basis and issue its advice to the Executive Board as soon as possible (Article 7.63a(4) WHW).
2. The secretary shall immediately inform you and the respondent of the Chair's decision to handle the matter on an expedited basis. The secretary shall give the respondent the opportunity to submit a statement of defence, where possible before the hearing.
3. The secretary shall, in consultation with the Chair, determine the time at which you, the respondent, and any other involved parties will be summoned to the hearing. The summons may be issued either orally or in writing and, where the Chair considers there to be an urgent reason, may also take place outside normal working hours.

¹⁵ An application for interim relief may in the first instance be submitted directly to the respondent. If the respondent is an examination board, this falls under the request procedure pursuant to Article 7.1 of the Education and Examination Regulations (OER).

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4. The Disputes Advisory Committee shall issue its advice after you, the respondent, and—if necessary—other directly involved parties have been heard during a hearing. Article 35 of these regulations applies (Article 7.63a(5) WHW).
5. The Disputes Advisory Committee shall issue its advice no later than three weeks after the submission of the notice of objection to the Executive Board. The Executive Board shall subsequently take a decision no later than four weeks after the submission of the notice of objection (Article 7.63a(6) WHW). Article 44 applies.

8.7 Simplified Proceedings

Article 31 Simplified Proceedings

1. Until the parties have been invited to appear at a hearing of the Examination Appeals Board, the chairman of the Examination Appeals Board may close the investigation and make a decision. The chairperson of the Examination Appeals Board and/or the Dispute Resolution Committee may decide to forgo a hearing with the parties and directly issue advice to the Board of Governors. This can only occur if further investigation is not necessary because:
 - a. the Examinations Appeals Board or the Dispute Resolution Committee is manifestly unauthorised;
 - b. the appeal is manifestly inadmissible;
 - c. the appeal is manifestly unfounded;
 - d. the appeal is manifestly well-founded.
2. In the decision of the chairman of the Examination Appeals Board, the parties are informed of the possibility of lodging an objection in accordance with Article 32 of these regulations. Article 32 of these regulations. Article 32(2), 32(3), 32(4) and 32(5), or Article 40(2), 40(3), 40(4) and 40(5) of these regulations shall apply to such a ruling.

Article 32 Objection

1. If you do not agree with a decision of the Chair of the Examination Appeals Board (as referred to in Article 31(1)), you may submit an objection within four weeks after the date of that decision to the HU Service Desk Legal Protection Students. In your statement of objection, you may request to be heard before the Board decides.
2. Both you and the respondent may lodge an objection against a decision of the Chair of the Examination Appeals Board. Articles 17 and 18 of these regulations apply to your statement of objection.
3. The submission of an objection suspends the effect of the Chair's decision until a decision has been made.
4. Before the Examination Appeals Board decides on the objection, it may hear you, the respondent, and any other directly involved parties at a hearing. A hearing is mandatory if the Board considers it necessary for the investigation, or if you or the respondent have requested it, unless the Board immediately declares the objection well-founded.
5. The hearing may take place at the request of you, the respondent, or at the instruction of the Chair of the Board, if it is deemed important for the investigation.
6. The decision on the objection may be:
 - a. inadmissible declaration of the objection;
 - b. unfounded declaration of the objection; or
 - c. well-founded declaration of the objection.
7. If the objection is declared inadmissible or unfounded, the original decision of the Chair remains in force.
8. If the objection is declared well-founded, the original decision is annulled, and the examination of the original appeal will be continued by the Examination Appeals Board. Titles 8.8 and 8.9 or 8.10 of these regulations then apply.

8.8. Hearing

Article 33 Assistance and Representation

1. You and the respondent may be assisted at the hearing by a lawyer or be represented by an authorized representative. If you have been summoned to appear in person, you are obliged to comply with that summons.
2. If you are represented by an authorized representative, you must submit a written power of attorney to the secretary of the hearing.
3. If you are assisted by a lawyer or represented by an authorized representative, the HU Service Desk will also send all documents relating to the appeal or objection to that person.

Article 34 Witnesses and Experts

1. The parties may bring one or more witnesses or experts to the hearing. However, they must then inform via the HU Office the secretary of the hearing thereof in writing and no later than two working days before the hearing, stating the name and capacity of the person(s) involved. The secretary shall forward this information directly to the counter party.
2. The Examinations Appeals Board or the Dispute Resolution Committee may summon witnesses and experts themselves or at the request of one of the parties. The secretary shall inform the parties of such a summons as soon as possible.

Article 35 Hearing

1. Each chamber of the Examinations Appeals Board or the Dispute Resolution Committee in principle hears appeals against decisions taken within the institute for which the chamber was established.
2. The chamber hears the appeal in a public hearing. In exceptional cases, the chairperson may decide that the appeal will be heard wholly or partially in closed session if the interests of the parties so justify.
3. All members of the relevant chamber of the Examination Appeals Board or the Disputes Advisory Committee shall be present at the hearing, unless a substitute member takes part due to exceptional circumstances.
4. The hearing is presided over by the chairperson. The chairperson gives the members the opportunity to ask the parties additional questions.
5. The chairperson first gives you, and then the respondent, the opportunity to further explain their position, unless the chairperson determines that a different order would better facilitate the proceedings.
6. The hearing is conducted in Dutch, unless the chairperson decides that the use of another language is more efficient and does not disproportionately disadvantage any of the parties or third parties.
7. The chairperson and the members of the chamber may ask the parties, witnesses, and experts any questions they consider necessary for the assessment of the appeal. The person to whom the question is addressed shall answer it truthfully.
8. The chairperson shall, insofar as not provided for in these rules, have the final decision on all procedural disputes arising during the hearing regarding the manner in which the proceedings are conducted.
9. If, due to circumstances, it is not possible to deal with an appeal during an in-person hearing, the chairperson may decide to hold the hearing online. This may also be done if an online hearing is preferred. The parties shall be informed of this at least one week before the hearing date, unless urgency justifies a shorter period..

Article 36 Joint Hearing and Separation

The Examinations Appeals Board or the Dispute Resolution Committee may decide (at its own discretion or at the request of one of the parties) to hear appeals on the same or a related subject jointly and to separate the hearing of joint cases. Such a decision can be taken until the end of the hearing.

Article 37 Failure to Appear

If a party or his representative fails to appear at the hearing, despite having been duly summoned, the chairman may decide to proceed with the hearing of the appeal without the presence of that party.

Article 38 Staying the Hearing and Orders to Produce Evidence

1. During the hearing, it may become apparent that additional investigation is required or that a party wishes to respond to documents that were submitted only during or shortly before the hearing. In such cases, the chairperson may decide (derogating from Article 25 of these rules) to adjourn the proceedings to a later date to be determined.
2. The chairperson may also decide to assign an evidentiary obligation to one or both parties. This means that you must submit additional evidence or that a matter will be further investigated.

8.9 Ruling of the Examinations Appeals Board

Article 39 Deliberations

1. After the session, the Examinations Appeals Board deliberates and decides behind closed doors, under the direction of the chairman and in the presence of the secretary.
2. The Examinations Appeals Board bases its ruling on the documents submitted by parties, and on the matters raised during the session or requested by the Examinations Appeals Board itself.
3. The Examinations Appeals Board supplements, ex officio, the grounds for appeal.
4. The Examinations Appeals Board may supplement, ex officio, the facts that are relevant to the proceedings.

Article 40 Ruling

1. The Examination Appeals Board shall issue its decision within ten weeks, starting from the day on which the deadline for submitting a notice of appeal has expired. This period may be extended by the chairperson by a maximum of ten weeks. You will be informed of this in a timely manner.
2. The ruling leads to:
 - a. the appeal being declared inadmissible;
 - b. the appeal being declared unfounded, or
 - c. the appeal being declared well-founded.
3. If the Examinations Appeals Board declares the appeal to be well-founded, the contested decision is annulled in whole or in part. The Examinations Appeals Board may further determine that, under conditions to be set by the Examinations Appeals Board:
 - the competent body must make a new decision or, if a decision has been refused, must take a decision;
 - the interim examination, the examination, the admission test, the supplementary examination or any part thereof is retaken.

The Examinations Appeals Board may set a deadline for this in its ruling.

4. Only at your request may the Examination Appeals Board order the relevant organisational unit to pay the legal costs in accordance with the Decree on Administrative Law Costs (Besluit Proceskosten Bestuursrecht). This applies exclusively to the reasonable costs you have incurred in connection with the handling of your appeal, and only if your appeal has been declared well-founded. The request must have been submitted by you before the Examination Appeals Board has ruled on the appeal.
5. The ruling is furnished with a date and contains:
 - a. the names of the parties and of any authorised representatives and counsel;
 - b. the grounds on which the ruling is based;
 - c. the actual ruling (as referred to in the second paragraph of this article),
 - d. the names of the chairman and the members of the Examinations Appeals Board who issued the ruling.
6. The ruling is signed by the chairman and the secretary of the Examinations Appeals Board.
7. The ruling is sent to the parties by registered mail, by the secretary of the Examinations Appeals Board. The ruling is also sent to the Executive Board and the management of the institute concerned. The ruling will also be published anonymously on the intranet of the university.
8. The ruling is binding on all parties.

Article 41 Lodging an Appeal Against a Ruling by the Examinations Appeals Board

1. A stakeholder¹⁶ may lodge an appeal against a decision of the Examination Appeals Board (as referred to in Article 40(2)) or a declaration of an objection as inadmissible or unfounded (as referred to in Article 32(6)(a) or (b)) to the Administrative Jurisdiction Division of the Council of State (ABRvS). This can be done within six weeks of the day on which the relevant decision is announced.
2. In the rulings of the Examinations Appeals Board referred to in Paragraph 1, stakeholders are informed of the possibility of lodging an appeal and of the applicable appeal period.

Article 42 Review of a Ruling

The Examinations Appeals Board may, at the request of a party, review a ruling on the basis of facts or circumstances that:

- a. have taken place prior to the ruling; or
- b. were not known to the applicant of the request for review before the ruling and could not reasonably have been known; and
- c. could have led to a different ruling had they been known to the Examinations Appeals Board at an earlier time.

¹⁶ By way of derogation from the definition of *interested party* as used in these regulations, course participants enrolled in contract education do not have access to appeal to the Administrative Jurisdiction Division of the Council of State (ABRvS). A course participant may, however, bring proceedings before the civil court.

8.10 Opinion of the Dispute Resolution Committee

Article 43 Deliberations

1. The Dispute Resolution Committee deliberates and decides behind closed doors, under the direction of the chairman and in the presence of the secretary.
2. The Dispute Resolution Committee bases its opinion on the documents submitted by parties, and on the matters raised during the session or requested by the Dispute Resolution Committee itself.
3. The Dispute Resolution Committee supplements, ex officio, the grounds for appeal.
4. The Dispute Resolution Committee may supplement, ex officio, the facts that are relevant to the proceedings.

Article 44 Opinion of the Dispute Resolution Committee

1. The Disputes Advisory Committee shall issue its advice to the Executive Board within eight weeks of receipt of the notice of objection. This period may be extended by the chairperson. The parties will be informed of this in a timely manner.
2. The opinion leads to:
 - a. the appeal being declared inadmissible;
 - b. the appeal being declared unfounded, or
 - c. the appeal being declared well-founded.
3. Only at your request may the Disputes Advisory Committee advise the Executive Board to award legal costs in accordance with the Decree on Administrative Law Costs (Besluit Proceskosten Bestuursrecht). This applies exclusively to the reasonable costs you have incurred in connection with the handling of your objection, and only if your objection has been declared well-founded. The request must have been submitted by you before the Disputes Advisory Committee has advised the Executive Board on the appeal.
4. The Dispute Advisory Committee may issue an opinion entailing that the Executive Board is to annul the contested decision in whole or in part. The Dispute Advisory Committee may also issue an opinion entailing that:
 - a. the competent body must make a new decision or, if a decision has previously been refused, must take a decision;
 - b. the Executive Board may set a deadline for this in its decision.
5. The opinion is furnished with a date and contains:
 - a. the names of the parties and of any authorised representatives and counsel;
 - b. the grounds on which the opinion is based;
 - c. the actual opinion as referred to in the second paragraph of this article;
 - d. the names of the chairman and the members of the Dispute Resolution Committee who have issued the opinion.
6. The opinion shall be signed by the chairman and the secretary of the Dispute Advisory Committee.
7. The opinion is sent to the Executive Board by the secretary. The Executive Board shall ensure that its decision following the opinion, including the opinion, is made known to the parties. The decision and opinion shall also be sent to the management of the institute concerned. The opinion will also be published anonymously on the intranet of the university.
8. This article is also applicable to opinions issued by the chairman of the Dispute Resolution Committee, insofar as no specific regulations have been included in Articles 31 and 32.

Article 45 Decision by the Executive Board Following an Opinion

1. Within two weeks¹⁷ after receipt of the opinion of the Dispute Resolution Committee (as described in in Article 45), the Executive Board will decide whether to adopt the opinion in whole or in part (7.63(b)(1)).
2. If the Executive Board decides not to adopt the opinion, or to adopt it only in part, it will inform the parties involved of this through a substantiated decision.
3. The decision of the Executive Board shall be sent to the parties concerned by registered mail. The Executive Board will send a copy to the related institute director and to the Dispute Resolution Committee.

Article 46 Lodging an Appeal Against a Decision by the Executive Board Following an Opinion

1. A stakeholder may lodge an appeal against decision of the Executive Board after advice from the (chair of the) Disputes Advisory Committee (as referred to in Article 30(6), Article 32(7) or Article 44) to the Administrative Jurisdiction Division of the Council of State (ABRvS) in The Hague. This can be done within six weeks of the day on which the relevant decision is published in the prescribed manner.
2. In the decisions of the Executive Board referred to in Paragraph 1, stakeholders are informed of the possibility of lodging an appeal and of the applicable appeal period.

Article 47 Review of an Opinion

1. The Dispute Resolution Committee may, at the request of a party, review an opinion on the basis of facts or circumstances that:
 - a. have taken place prior to the opinion; or
 - b. were not known to the sender of the request for review before the opinion and could not reasonably have been known; and
 - c. could have led to a different opinion had they been known to the Dispute Resolution Committee at an earlier time.
2. If a request for review is to be processed, the Dispute Resolution Committee will immediately inform the Executive Board.

¹⁷ Within ten weeks after the notice of appeal has been submitted.

9. ORGANISATION AND POWERS OF THE Student Complaints Committee AND THE INTEGRITY COMMITTEE

Article 48 Composition

1. The university has a Student Complaints Committee and a Integrity Committee.
2. The Student Complaints Committee consists of three members:
 - a chairman from outside the university;
 - an employee of the university;
 - a student of the university.
3. A deputy member will also be appointed for each member of the Student Grievance Committee. The appointment requirements of Article 49(2) shall apply to this.
4. For the composition, appointment, tasks, powers, and procedure of the Integrity Committee, see the Regulation on Reporting Suspected Integrity Violations, the Regulation on Reporting Suspected Misconduct, and the Regulation on Undesirable Behaviour.

Article 49 Appointment of Student Complaints Committee Members

1. The chairman and the members of the Student Complaints Committee are appointed by the Executive Board.
2. The University Council may nominate persons for appointment as members of the Student Grievance Committee, taking into account the provisions of Paragraphs 3 and 4 of this article.
3. The chairman must:
 - a. have sufficient knowledge and understanding of the functioning of a higher education institution, and of the specific laws and regulations of higher (professional) education. The chairman must also have sufficient procedural experience;
 - b. hold a position outside of the university.
4. The following parties may be appointed members of the Student Grievance Committee:
 - a. persons who, on the basis of an open-ended employment contract, are employed by the university on the basis of the 'CAO-HBO' (Collective Labour Agreement for Higher Professional Education);
 - b. persons who are enrolled as students at the university.
5. Persons cannot become members of the Student Complaints Committee if they are members of the foundation management of the university, the Executive Board, or if they are institute directors, programme manager, team leader, or student counsellors at the university. Similarly, members of the State Inspectorate for Higher Education cannot become member of the Student Grievance Committee.
6. The chairman is appointed for a term of three years. Reappointment is possible.
7. Employees of the university are appointed as members of the Student Complaints Committee for three years. Students of the university are appointed as members of the Student Complaints Committee for a period of two years. Reappointment is possible.
8. Membership of the Student Complaints Committee ends when the term of appointment expires. The chairman and the members may also be dismissed by the Executive Board at their own request. A request for dismissal should be submitted at least two months before the intended date of dismissal.
The chairman and the members can also be dismissed by the Executive Board if they no longer meet the requirements referred to in Paragraph 3 and Paragraph 4 of this Article. In addition, student members may be dismissed if they have been sanctioned for non-compliance with the law and standards arising from it, or other internal standards and instructions.
9. All provisions of this article concerning the chairman and members of the Student Complaints Committee also apply to their deputies.

Article 50 Secretariat

1. The Student Complaints Committee is supported by a secretary and deputy secretaries. These are appointed by the Executive Board. The Executive Board may add one or more staff members to the secretary.
2. The secretary will take part in the deliberations of the Student Grievance Committee, but will not have voting rights.
3. The secretary shall keep an archive of the requests for review and complaints received. This archive can only be accessed by the secretary, the chairman and members of the Student Complaints Committee and the HU Office.

Article 51 Duties and Powers of the Student Grievance Committee

1. The Student Complaints Committee will decide on requests for review as referred to in Article 6(13) of these regulations. Exceptions to this are the requests for review that relate to complaints of inappropriate conduct as referred to in Article 1, point 88 of the Misconduct Regulations. If necessary, the Student Complaints Committee will, based on its opinion, advise the Executive Board on measures to be taken.
2. The Student Complaints Committee may, if necessary in order to reach an opinion, request further information about a complaint from the person lodging the complaint, from other parties involved within the university, and from experts outside of the university.

Article 52 Facilitation

The chairman and members of the Student Complaints Committee are remunerated. This is granted as stipulated in the HU Bodies (Legal Protection of Students) Facilities Regulation.

10 THE Student Complaints Committee PROCEDURE

Article 53 The Student Complaints Committee Procedure

1. If you believe that you are directly affected by:
 - facts against which you may submit a complaint pursuant to Article 6; or
 - a decision of a body as referred to in Article 6(2) following a complaint (not relating to undesirable conduct), you may submit a request for review of this decision to the HU Legal Protection Desk for Students. The HU Legal Protection Desk forwards this request to the Student Complaints Committee for handling.
2. A request for review must be submitted in writing or digitally within six weeks of the date of the decision on the complaint.
3. A request for review must be signed. Signature is not required if the request is submitted digitally. The request for review must at least include:
 - name, address details, and student number of the applicant;
 - the grounds for the request for review or complaint;
 - the decision and its date for which review is requested, including a copy of the decision on the complaint, or a description of the facts being complained about as referred to in Article 6(4).
4. If you wish to submit the request for review or complaint orally, the HU Legal Protection Desk for Students will complete the standard digital form on your behalf.
5. After submission of the request for review via the digital system, you will receive an acknowledgement of receipt. If the requirements in paragraph 3 are not met, you will be requested to supplement the request for review or complaint.

A request for review or complaint will in any case be declared inadmissible if:

- it has not been submitted within the time limit referred to in paragraph 2;
 - it does not meet the requirements referred to in paragraph 3, even after the request for supplementation;
 - the review or complaint concerns an act or decision as referred to in Article 1(12) of the Undesirable Conduct Regulations.
6. If the request for review is received after the time limit (as referred to in paragraph 2), it will in principle be declared inadmissible. This means that it will not be processed. In some cases, however, it may still be considered if you demonstrate that it was submitted as soon as reasonably possible.
 7. The HU Legal Protection Desk forwards the request for review or complaint to the relevant organizational unit for consultation with those involved regarding an amicable settlement. This unit must report within two weeks on the outcome of this attempt. If a settlement is reached, the complaint will not be handled by the Student Complaints Committee.
 8. If no amicable settlement is reached, the Student Complaints Committee will handle the request for review. The relevant organisational unit is given a maximum of two weeks to submit a written response.
 9. If the request concerns a complaint against a person, that person is also given a maximum of two weeks to respond in writing.
 10. After receipt of the responses referred to in paragraphs 7 and 9, or after parties have indicated that they waive their right to respond, the secretary, in consultation with the chair, shall determine the time and place of the hearing at which the case will be considered.
 11. The hearing will in principle take place within three weeks after receipt of the responses or after waiver of the right to respond as described above.
 12. You, the organisational unit that issued the contested decision or is responsible for the complaint, and any person(s) involved in the complaint, will be invited by the secretary at least one week before the hearing to appear and explain their positions.

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Together with the invitation, or as soon as possible thereafter, the secretary will send the case file to the parties. Parties may submit additional documents up to four working days before the hearing. This is stated in the invitation.

13. If a party or its representative fails to appear at the hearing while having been properly summoned in the opinion of the chair, the chair may decide to proceed with the hearing in their absence.
14. If, before the closure of the hearing, it becomes apparent that additional investigation is required, or if a party wishes to respond to documents submitted during or shortly before the hearing, the chair may adjourn the proceedings to a later date.
15. The chair may also assign an evidentiary obligation to one or both parties.

Article 54 – Challenge (Recusal)

1. If a party believes or suspects that (a member of) the Student Complaints Committee is not impartial, that party may submit a request for recusal.
2. A request for recusal must be submitted to the secretary no later than three working days before the hearing, stating the facts or circumstances on which the request is based. If the facts or circumstances become known only during or at the start of the hearing, the request may also be made orally at that time. The hearing will then be suspended until a decision on the request has been made.
3. The request for recusal shall be decided as soon as possible by the other members of the relevant chamber of the Student Complaints Committee, unless the person concerned agrees to the recusal. The decision shall be reasoned and communicated to the parties as soon as possible.

Article 55 – Withdrawal (Self-recusal)

The chair or another member of the Student Complaints Committee may request to withdraw from the case if facts or circumstances exist that could jeopardise their impartiality. This means that the person concerned will not participate in the handling of the case. Article 54(2) and (3) apply accordingly to such a request.

Article 56 – Simplified Procedure and Objection

1. Until the parties have been invited to appear at a hearing of the Student Complaints Committee, the chair may close the investigation and issue an advice to the Executive Board if continuation of the investigation is unnecessary. This is only possible if continuation is unnecessary because:
 - a. the Student Complaints Committee clearly lacks jurisdiction;
 - b. the request for review or complaint is clearly inadmissible;
 - c. the request for review or complaint is clearly unfounded; or
 - d. the request for review or complaint is clearly well-founded.
2. In the chair's advice (following application of paragraph 1), parties are informed of the possibility of lodging an objection. The procedure is set out in Article 32 of these regulations.

Article 57 – Advice of the Student Complaints Committee

1. The Student Complaints Committee shall issue its advice to the Executive Board within eight weeks of receipt of the request for review or complaint. This period may be extended by the chair. The parties shall be informed in a timely manner.

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2. The advice shall result in:
 - a. inadmissibility of the request for review or complaint;
 - b. rejection of the request for review or complaint; or
 - c. upholding of the request for review or complaint.The Committee may also advise additional measures.
3. The advice shall be dated and include:
 - a. the names of the parties involved;
 - b. the grounds on which the advice is based;
 - c. the substantive advice referred to in paragraph 2; and
 - d. the names of the chair and members of the Committee who issued the advice.
4. The advice shall be signed on behalf of the chair and the secretary of the Student Complaints Committee.
5. The advice shall be forwarded to the Executive Board by the HU Legal Protection Desk.

Article 58 – Decision by the Executive Board following advice

1. Within two weeks of receipt of the advice of the Student Complaints Committee (as referred to in Article 55), the Executive Board shall decide whether to adopt the advice in whole or in part.
2. If the Executive Board decides not to adopt the advice, or to adopt it only in part, it shall inform the parties of this decision with reasons.
3. The decision of the Executive Board shall be sent to the parties concerned by registered post, together with the advice of the Student Complaints Committee. A copy of the decision and the advice shall be sent to the relevant Institute Director. A copy of the decision shall also be sent to the Student Complaints Committee.

11 FINAL PROVISIONS

Article 59 Unforeseen Circumstances

In cases not provided for in these regulations, the chairmen of the bodies concerned shall determine the procedure to be followed for reaching a decision. If necessary, they decide on their own accord.

Article 60 Evaluation and Amendments

1. The Executive Board ensures that these regulations are evaluated regularly, but at least once every three years.
2. Amendments to these regulations will be adopted by the Executive Board with the consent of the University Council.

Article 61 Entry Into Force

1. These amended regulations enter into force on 1 September 2026.
2. These regulations may be cited as the 'HU Legal Protection for Students Regulations'.