Additional document to the Regulation
on complaints and appeals procedure – HES-SO Master

As a candidate on one of our nine professional Master's programmes or as a student enrolled at HES-SO Master, you have the right to contest a decision that has been notified to you, whether it be for non-admission, a mark, a final failure, a warning, dismissal, etc. The first step is to submit a complaint to the decision-making authority:

Réclamation > autorité de décision: HES-SO Master, Avenue de Provence 6, 1007 Lausanne

Independently of the site where you are studying for your Master's programme, the complaint must be addressed, within 20 days of receiving the decision, to HES-SO Master's decision authority, Avenue de Provence 6, 1007 Lausanne. The complaint must be written in French and should be briefly motivated.

It may require up to 4 weeks to respond to the complaint. You will be notified of the decision by registered mail.

If the complaint is rejected, you can submit an appeal to the first instance:

Recours > première instance: Rectorat HES-SO, Route de Moutier 14, case postale, 2800 Delémont

The appeal must be sent within 30 days of receipt of the decision on the complaint; it must be written in french and sent in duplicate to the HES-SO Rectorate, Route de Moutier 14, Case postale, 2800 Delémont. It is signed by the appellant and, if applicable, his or her representative.

The appeal process can take several months. The decision of the HES-SO Rectorate is notified to you by registered mail.

If the appeal is rejected, you can submit a new appeal at a second instance:

Recours > deuxième instance: Commission intercantonale de recours en HES-SO (CIR)

Contact details and deadlines are communicated with the Rectorate's decision to reject the appeal. **An advance of CHF 800.00** will be requested for the opening of an appeal to the CIR, which will be made only if the appeal is accepted.

This additional document does not exempt you from consulting the
[Rules for the complaints and appeals procedure in HES-SO Master](#),
which is the authentic text