

**Filing a Complaint about Assessment  
at the Master's and Doctoral Program in Library, Information and Media Studies**

June 17, 2019

Chair of Master's and Doctoral Program  
in Library, Information and Media Studies

Tetsuji Satoh

If you have any complaint about your academic result because of a problem or a mistake in the assessment of the subject(s) you have taken (limited to subjects that are held in the Master's and Doctoral Program in Library, Information and Media Studies), you can request for review.

- How to file a complaint: Enclose a document containing the following contents in an envelope and submit it to the Academic Service Office for the Library, Information and Media Sciences Area (Graduate Academic Affairs Section).
- Contents of the complaint: The name of the subject(s) and the detailed contents of the complaint need to be written in detail so that a third party (instructors in charge of other courses) can understand the contents. Attach reports and examination papers, etc. that can be considered as the basis of such results as many as possible, and show the grounds against your claim.
- Complaint format: The format is free, however, the applicant's signature or seal must be put on the document.
- Deadline of the complaint: In principle, it should be submitted within one month after the results of the subject(s) are published on TWINS. However, if the time of submission exceeded the deadline with reasonable proof (e.g., already consulted with the instructor in charge of the course), the document may be considered.

When a complaint document is submitted by a student of Master's or Doctoral Program in Library, Information and Media Studies, the program will conduct investigation and deliberation, determine the correspondence, and inform the applicant about the result. This usually takes more than one month. The result is final and any objection against it or re-filing the complaint about the same subject is not acceptable.