

METHODIST UNIVERSITY GHANA

QUALITY ASSURANCE DIRECTORATE

RESOLUTION OF INCOMPLETE RESULTS

FLOW CHART

1. Student are to complete the controlled Incomplete Results Complaint Form, attaches evidence, and submits to the Faculty Officer. **(1 working day)**
2. Faculty Officer timestamp receipt, issues a Complaint Reference Number and acknowledgement slip to the student, and opens an entry in the Complaint Tracking Log. **(1 working day from receipt)**
3. Faculty Officer verifies the complaint form for completeness, eligibility, and correct categorization. If invalid, return to student with a reason. If valid, log in Tracking Log, record lecturer assigned, and forward to Lecturer. **(1 working day)**
4. Lecturer retrieves script/recomputes mark, completes the Results Amendment/Completion Template, and submits BOTH hard and soft copy to the Faculty Officer (not directly to HOD). If the complaint cannot be resolved or is disputed, escalate to HOD with written reasons. **(3 working days)**
5. Faculty Officer verifies that the hard copy and soft copy are identical, bundles complaint + response + results into a single verified package, updates the Tracking Log, and transmits to HOD with signed receipt. **(1 working day)**
6. HOD reconciles soft copy vs. hard copy, verifies against Departmental mark sheets and examination records, certifies they are identical and credible, and approves with dated signature. If not approved, return to Lecturer via Faculty Officer with written reasons. **(2 working days)**
7. Dean receives HOD's approved package, verifies against hard copy, approves in OSIS, and notifies Deputy Registrar/Registrar. If not approved, return to HOD with written reasons. **(2 working days)**
8. Faculty Officer notifies the student in writing of the resolution, closes the entry in the Complaint Tracking Log, and files the record (physical + electronic). **(2 working days)**

Thank you.