

Academic Appeals and Student Complaints - User Guide

What is the difference between an Academic Appeal and a Student Complaint?

AN ACADEMIC APPEAL ... is a request for a review of a decision of an academic body charged with making decisions on student progression, assessment and awards.

A STUDENT COMPLAINT... is the expression of a specific concern about matters that affect the quality of a student's learning opportunities.

Academic Appeals

Appeals are considered **only** if they are based on either of the following grounds:

- ♦ that, at the time of the assessment, there existed ***circumstances which adversely affected the student's performance and which the student was unable to communicate to a Board of Examiners*** before it reached its decision. In making such a case, the student shall provide valid documentary evidence where appropriate. *Retrospective medical certification will not be accepted as valid;*
- ♦ that there has been an ***administrative error or procedural irregularity*** during the conduct of the relevant assessment of such a significant nature as to have materially affected the approved grade or mark awarded.

Early Resolution

The student should firstly raise the academic appeal-related matter informally at a local level with the relevant Module / Course Team or School, as soon as it arises. If the matter cannot be resolved informally / locally, and if there are valid grounds, the student can submit a formal academic appeal.

Formal Academic Appeal

If, after attempting to resolve the matter at a local level a student wishes to proceed with a formal appeal, this must be made on an [Academic Appeals Form](#) within **20 working days** of the results or the decision of the Board of Examiners being published.

The **Academic Appeals Group**, consisting of Deputy Vice Chancellor (or nominee), Director of Governance and Registry Services (or nominee), the Students' Union President and an Officer of the Governance and Secretariat Services Team, will meet to discuss the appeal and will reach a decision which will be communicated to the student in writing within 5 working days of the meeting.

Review

If the Academic Appeals Group reject an appeal as invalid, the student may submit a request for review to the Academic Registrar & Secretary with 5 working days of the meeting, providing they meet the grounds outlined in the appeals procedure.

If the Group decides there is insufficient evidence to uphold the appeal a student may request that their case be considered by an Academic Appeals Review Panel. The Panel's outcome will be communicated to the within 5 working days of the meeting.

Student Complaints

Complaints can be either academic or non-academic related:

- ♦ **Academic complaints** can be alleged inadequacies in the provision of a programme of study, tuition, learning support materials etc.
- ♦ **Non-Academic complaints** normally relate to an alleged inadequacies in other services provided to students by the University such as failure to provide appropriate reasonable adjustments related to a disability, or failure to meet contractual or other legal obligations.

Immediate Local Resolution (Stage 1)

Before submitting a formal complaint the student should **attempt to resolve the issue informally at a local level** through discussion with the appropriate staff. If no resolution has been reached **within 10 working days** of the student raising the issue, the student then has the right to progress to **Stage 2**.

Formal Complaint Resolution (Stage 2)

The student must complete and submit a [Student Complaints Form](#) to the Governance and Secretariat Services Team **no later than 3 months** after the student has completed the year of study in which the complaint arose or within 3 months of the date of withdrawal, or beginning of an approved leave of absence from their programme of study, whichever is earlier.

A Complaints Officer will investigate the complaint and make a recommendation to the relevant Head of School or Head of Professional Department as to what action should be taken, normally **within 1 calendar month**.

Formal Complaint Review (Stage 3)

If the complaint is not resolved to the satisfaction of the student during **Stage 2**, the student has the right to have the complaint heard by a **Student Complaints Review Panel**. If the student wishes to progress to this stage, and has valid grounds, then s/he must notify the Director of Governance and Registry Services, in writing, **within 10 working days** of receiving the outcome of Stage 2.

The student will be notified of the decision to uphold, partially uphold, or dismiss the complaint within 5 working days of the meeting.

Any queries please email: appealsandcomplaints@glos.ac.uk

Harassment / Bullying...
For advice on dealing with harassment or bullying please view the [Student Harassment procedures](#)

For more detailed information of the Academic Appeals and Student Complaints Procedures, including FAQs please visit our webpage: <http://www.glos.ac.uk/governance/pages/appeals-and-complaints.aspx>

STUDENT COMPLAINTS PROCEDURE

Immediate Local Resolution: Stage 1

The student should firstly attempt to resolve issues or concerns informally at a local level through discussion with the appropriate Module Tutor or Academic Course Leader (for academic related complaints) or with staff in the relevant Course Team or School, or Professional Services Department (for non-academic complaints).

SATISFIED WITH OUTCOME

NOT SATISFIED – GO TO STAGE 2

Formal Complaint Resolution: Stage 2

If the complaint is not resolved informally, student should submit a completed **Student Complaints Form** together with appropriate supporting evidence **no later than 3 months** after completion of the year of study in which the complaint arose or within 3 months of the date of withdrawal, or beginning of an approved leave of absence from the programme of study.

SATISFIED WITH OUTCOME

NOT SATISFIED – GO TO STAGE 3

Formal Complaint Review: Stage 3

Within 10 working days of receiving the outcome of Stage 2, student to write to the Director of Governance & Registry Services to request that the complaint is considered by a **Student Complaints Review Panel**. Student will be notified of the Panel's decision to uphold, partially uphold, or dismiss the complaint within 5 working days of the meeting.

SATISFIED WITH OUTCOME

NOT SATISFIED – The complaint will not be heard further within the University. The student will be advised they may apply for review by the [Office of the Independent Adjudicator](#), if case is eligible.

ACADEMIC APPEALS PROCEDURE

Academic appeals are only considered if they are based on either of the grounds highlighted overleaf.

Early Resolution:

Student should firstly raise matter informally at local level with appropriate Module or Course Team or School, as soon as it arises.

SATISFIED WITH OUTCOME

NOT SATISFIED – SUBMIT FORMAL APPEAL

Formal Academic Appeal

Within 20 working days of the publication of the results or the decision of the Board of Examiners, a formal appeal must be made on an **Academic Appeals Form** and submitted with appropriate supporting evidence.

Academic Appeals Group

The Academic Appeals Group will meet at the earliest opportunity to review the appeal, the outcome of which, will be communicated to the student within 5 working days.

The appeal is rejected as invalid because it is made against the academic judgement, or is made outside the published deadlines, or for other good reason identified by Group.

Review: If rejected as invalid, the student may submit a request for review to the University Secretary & Registrar, providing they meet the grounds. If student remains dissatisfied, they may apply for a review by the Office of the Independent Adjudicator, if case is eligible.

The Board of Examiners declines to modify its decision and the Vice Chancellor may arrange for specific action to be taken to amend the decision.

The Board of Examiners modifies its decision at the recommendation of the Group.

The appeal is upheld and the Group recommends reconsideration of the original decision by the Board of Examiners.

The appeal is upheld and the Academic Appeals Review Panel recommends reconsideration by the Board of Examiners.

There is insufficient evidence to uphold the appeal but the student may request that this be considered further by an Academic Appeals Review Panel.

Review: The student must **notify the Director of Governance & Registry Services, in writing, within 10 working days** if she / he wishes to proceed with an appeal. An **Academic Appeals Review Panel** will be established to review the case. The Review Panel's outcome will be communicated to the student within 5 working days.

The appeal is dismissed – The appeal will not be heard further within the University. The student will be advised that they may apply for a review by the [Office of the Independent Adjudicator](#), if case is eligible.