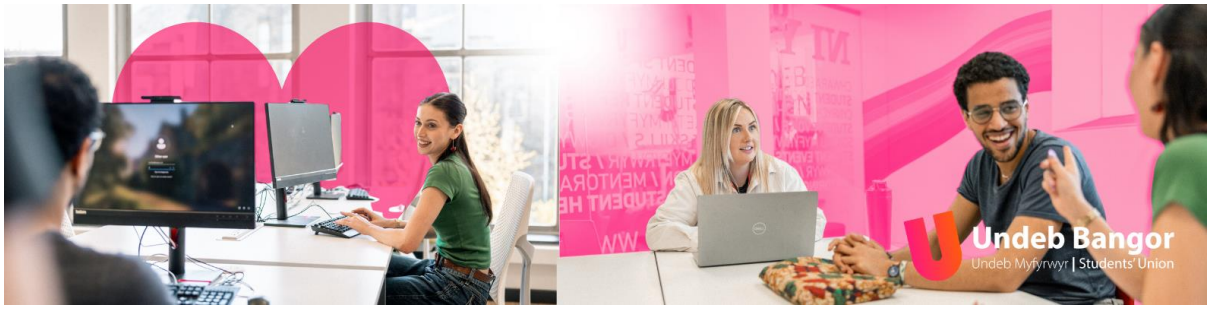


Academic Appeals

If you're unhappy with an exam or assessment result, or you've failed a placement, you may be able to submit an **academic appeal** under the University's **Academic Appeals Procedure**. An appeal isn't simply about disagreeing with your mark, you must have valid grounds for the University to reconsider its decision.

You should normally submit your appeal within 20 working days of receiving the decision from the Board of Examiners. In some circumstances, the University may accept a late appeal if you have a good reason for missing the deadline. You cannot submit an Academic Appeal against a provisional mark. You will need to wait until your mark has been ratified/formalised by the Board of Examiners.

Your appeal must be based on one or more of the following grounds:

- There has been an arithmetical, administrative, or factual error that has affected your result.
- You experienced personal circumstances that had a significant negative impact on your academic or placement performance.
- There were defects or irregularities in the way your assessment or placement was conducted, or in the instructions or advice you received, which may have affected your performance.

It's important to remember that you cannot appeal against academic judgement. This means you cannot submit an appeal simply because you believe your mark is too low or you disagree with the academic's assessment of your work.

How do I submit an appeal?

Stage 1: Academic Appeal

If you have valid grounds, you can submit your appeal on the **Student Casework Helpdesk** portal. Click the "Report an issue" button. You should include:

- Details of the assessment you are appealing: For example, *Essay 1 – SXS 4002*.
- Reasons for your appeal: Clearly explain the reason(s) for your appeal, including a timeline of relevant events and how these circumstances affected you during the assessment period.
- Supporting evidence: Include any relevant evidence to support your appeal, such as medical documentation, screenshots, emails, or other relevant documents.
- Desired outcome: Clearly explain what outcome or resolution you are seeking as a result of your appeal.
- Once you've submitted your appeal, the School will consider your case and send you its response through the portal.

What if I'm not happy with the outcome?

Stage 2: Review

If your appeal is unsuccessful, or you're dissatisfied with the School's decision, you may be able to request a review through the Student Casework Helpdesk portal. A review is not a second appeal and can only be requested on specific grounds. Reviews will be conducted by the Pro Vice-Chancellor (Education and Student Experience) or nominee.

A review may be considered if there was a procedural error in the handling of your appeal that could have affected the outcome, or where new evidence has become available that should be taken into account. If your appeal review relates to personal circumstances, you'll need to explain why these weren't raised during your original appeal.

You should submit your appeal review within 10 working days of receiving the appeal outcome.

Outcomes of a Review

Following a Review, there are two possible outcomes:

1. The original Appeal decision is confirmed

The original decision may be confirmed if:

- There is no evidence that the procedure used to consider your Appeal was not followed correctly or that there were any significant irregularities.
- You have provided new information as part of the Review that was already known to you and could have been provided during the original Appeal, and you have not provided a satisfactory reason for why it was not submitted at that time.

2. The Appeal is reconsidered

The Board of Examiners may be asked to reconsider your Appeal if:

- There is evidence that there were defects or irregularities in the procedure used to consider your Appeal.
- There is evidence that special circumstances you raised as part of your Appeal were not considered by the Board of Examiners when your result was determined.
- You have provided new information that was known to you and could have been included in your original Appeal, but you have provided a satisfactory reason why the information was not submitted at that time.

3. The Review is referred to the Senate Appeal Panel

The Review may be referred to the Senate Appeal Panel if the Pro Vice-Chancellor (Education and Student Experience), or their nominee, considers that the complexity or other circumstances of your Appeal mean that it should be considered and decided by the Senate Appeal Panel.

Once you've completed the University's internal procedures and still believe your case hasn't been resolved fairly, we can advise you on escalating your concerns to the **Office of the Independent Adjudicator (OIA).** The OIA is an independent organisation that reviews student complaints. You must complete the University's internal procedures before you can ask the OIA to consider your case.

How can the Students' Union help?

Our Advice Service can support you throughout the appeals process. We recommend sending us a draft of your appeal or review at least five working days before the deadline so we have enough time to provide feedback.

We'll help you understand the appeals process, review your draft, explain the University's responses, and keep track of where your case is in the process. If your appeal isn't upheld and there are grounds to request a review, we'll continue to support and guide you through the next stage.