

A Quick Guide to Student Appeals

If you think that you have grounds to appeal against a decision of an Examination Board please firstly:

- Visit the appeals website <http://www.arts.ac.uk/study-at-ual/academic-regulations/complaints-and-appeals/appealing-an-exam-board-decision/> and read the University Appeals Procedures and Guidance available there. Please pay particular attention to the grounds for review. Requests which do not meet the grounds will be rejected.
- If you need advice or support please contact the **Student's Union Advice and Support Service** by visiting <https://www.arts-su.com/help/advice> or calling 020 7514 6270

Informal Assessment Review

If you have a query regarding the outcome of your assessment you are encouraged to contact a member of staff, such as your Programme Director or Course Leader, to discuss this informally.

If you feel that you have grounds and wish to submit an appeal please follow the below steps:

Stage 1 Request for Review of an Exam Board Decision

1. Complete the Stage 1 Appeal Form which is available on the appeals website (address above)
2. Within **15 working days** of the publication of results, submit the form and any evidence to the **University Appeals Unit (UAU)** appeals@arts.ac.uk
3. The **UAU** will respond in a maximum of 10 working days to either:
 - a. Request additional info/evidence
 - b. Reject your request or
 - c. Accept your request for review
4. Any additional info/evidence requested should be submitted within **10 working days**. Where additional information is needed, this may impact on timelines to process your appeal but you will be kept informed of progress.
5. If your request is rejected you may appeal by writing to the **University Secretary and Registrar** within **10 working days** via appeals@arts.ac.uk. The decision of the **University Secretary and Registrar** is final and a Completion of Procedures Letter will be issued. If you remain dissatisfied you may submit a complaint to the Office of the Independent Adjudicator for Higher Education (OIA). Information and guidance on doing so will be included in the Completion of Procedures Letter.

6. If your request is accepted the Exam Board will review its original decision and respond to you within **7 working days**. If you are unhappy with the outcome of the Stage 1 Review you may submit a Stage 2 Appeal within **10 working days**.

Stage 2 Appeal against Exam Board Chair's Decision

1. Complete the Stage 2 Appeal Form which is available on the appeals website (address above)
2. Within **10 working days** of the Stage 1 decision, submit the form and any evidence to the **University Appeals Unit (UAU)** appeals@arts.ac.uk
3. The **UAU** will respond in a maximum of 10 working days to either:
 - a. Request additional info/evidence
 - b. Reject your Stage 2 Appeal or
 - c. Accept your Stage 2 Appeal
4. Any additional info/evidence requested should be submitted within **10 working days**.
5. If your Stage 2 Appeal is rejected you may appeal by writing to the **University Secretary and Registrar** within **10 working days** via appeals@arts.ac.uk. The decision of the **University Secretary and Registrar** is final and a Completion of Procedures Letter will be issued. If you remain dissatisfied you may submit a complaint to the Office of the Independent Adjudicator for Higher Education (OIA). Information and guidance on doing so will be included in the Completion of Procedures Letter.
6. If your Stage 2 Appeal is accepted a University Appeals Committee meeting will be convened as soon as possible. The **UAU** will get in touch with you to make arrangements.

University Appeals Committee

1. You have the right to attend the **University Appeals Committee** meeting and bring a friend for support. If you do not wish to attend the meeting it will go ahead in your absence. If you do wish to attend the meeting the **University Appeals Unit** will liaise with you to find a convenient date/time.
2. The **University Appeals Committee** will decide to either:
 - a. Accept your appeal
 - b. Reject your appeal
 - c. Refer your appeal for the consideration of the **University Secretary and Registrar** or the Academic Board
 - d. Defer its decision pending receipt of additional documentation

3. If your appeal is accepted the Exam Board will be asked to review its original decision. You will then be informed of the outcome of this review. If you are unhappy with the outcome you may appeal to the **University Secretary and Registrar** within **10 working days**. The decision of the **University Secretary and Registrar** is final and a Completion of Procedures Letter will be issued. If you remain dissatisfied you may submit a complaint to the Office of the Independent Adjudicator for Higher Education (OIA). Information and guidance on doing so will be included in the Completion of Procedures Letter.
4. If your appeal is rejected you may appeal by writing to the **University Secretary and Registrar** within **10 working days** via appeals@arts.ac.uk. The decision of the **University Secretary and Registrar** is final and a Completion of Procedures Letter will be issued. If you remain dissatisfied you may submit a complaint to the Office of the Independent Adjudicator for Higher Education (OIA). Information and guidance on doing so will be included in the Completion of Procedures Letter.
5. If your appeal is referred or deferred the **University Appeals Unit** will be in touch with further information.