

Regulations for Students on University of East Anglia Programmes

2023/24

Academic Appeals and Academic Complaints Regulations

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1. Purpose

- 1.1 The Academic Appeals Regulations are intended to allow students studying or registered within the last 30 days on UEA validated courses at partner institutions (as set out in Appendix A), undertaking taught courses to formally raise concerns about their academic results or circumstances relating to them. The Academic Complaints Regulations are intended to allow students at partner institutions undertaking taught courses to formally raise concerns not relating to academic results. We take students' concerns seriously and the Regulations are designed to enable their effective consideration and the enacting of timely remedies as appropriate. If a more appropriate route exists to consider the substantive concern, the student will be advised to engage with the relevant alternative Regulations.
- 1.2 Non-academic Complaints are considered under separate procedures and are available from the relevant partner institution.
- 1.3 The Regulations have been informed by the Office of the Independent Adjudicators (OIA) Guidance on Good Practice and embodies the following core principles:
- Natural Justice
 - Ease of Use
 - Time Frames that meet OIA recommendations
 - Transparency
 - Consistency
 - The Treatment of Students as Adults
 - Recognition of Professional Body Requirements.
- 1.4 The Academic Appeals and Complaints Regulations comprises three parts:
1. an informal stage at the relevant partner institution;
 2. a formal Stage One managed by the relevant partner institution, in which the Appeal/Complaint Reviewer (please see Appendix A for relevant person for each partner institution) considers the Academic Appeal or Complaint; and
 3. a formal Stage Two managed by UEA, which a student may follow if dissatisfied with the outcome of the Stage One Academic Appeal or Complaint, and if the submission meets the required conditions for consideration.
- 1.5 Terms used in the Academic Appeals and Complaints Regulations are set out in Appendix B.
- 1.6 All forms and guidance associated with these Regulations are available at:

[Appeals and Complaints - Partnerships Hub - About \(uea.ac.uk\)](https://www.uea.ac.uk/partnerships-hub/about)

2. Commitments

- 2.1 Students who submit a case under these Regulations will not be unfavourably treated for having done so. Any student who believes that they have been less favourably treated as a result of submitting a case should contact the Associate Director of Partnerships at the University immediately.
- 2.2 It is expected that students will not engage in frivolous or malicious Appeals or Complaints. It should be noted that if an Appeal or Complaint is found to have been brought with mischievous or malicious intent this may prove grounds for disciplinary action against the student.
- 2.3 The relevant partner institution and the University will operate in accordance with their Equal Opportunity Policy when applying the Academic Appeals and Academic Complaints Regulations.
- 2.4 Students should be aware that any information they supply will be treated with due discretion and on a 'need to know' basis.
- 2.5 All personal information will be processed by the relevant partner institution in accordance with its data protection policy and by and the University in accordance with the General Data Protection Regulation 2018.
- 2.6 Training will be provided to all staff involved in the processing of Academic Appeals and Complaints.

3. First Steps to Try to Resolve Concerns

- 3.1 Students are encouraged to seek an informal resolution of the matter about which they are concerned before beginning the formal process. Informal explorations of possible ways in which a matter may be resolved will not prejudice the consideration of a later formal submission. It is recognised that an informal approach is most likely to be of use in respect of Complaints rather than Appeals against academic outcomes.
- 3.2 Marks allocated to work which has not been double-marked can be challenged by students either via re-marking or as part of an Academic Appeal. Work which has been double-marked cannot be challenged or the subject of an Academic Appeal.
- 3.3 Students should make every attempt to submit their case concerning a provisional academic result before the Board of Examiners meets. This is in the student's best interests as an early decision can then be made. Where the interval between the notification of an academic result and a meeting of the Board of Examiners is less than 10 working days, consideration of an Appeal shall be postponed until after the relevant Board of Examiners has met. At this point, the formal Academic Appeals Regulations shall be followed.
- 3.4 Should these steps not resolve the matter to the student's satisfaction, the student may submit an Academic Appeal or Complaint under Stage One of the Regulations.

4. The Nature of the Appeal/Complaint

- 4.1 Students may Appeal any of the following:
- i) A degree result
 - ii) Confirmed marks except where double marked
 - iii) Required withdrawal from a course
 - iv) A penalty applied in respect of plagiarism and/or collusion (except for Colchester Institute students who should appeal via the Academic Offences Procedures)
 - v) A refusal to permit the late submission of work for assessment or to approve a delayed first sit
- 4.2 Only those decisions/judgements/outcomes detailed at 4.1 above can be cited as the object of an Academic Appeal and any Appeal based on grounds not covered by 4.1 above shall be rejected without consideration.
- 4.3 Academic Complaints may address any aspect of a student's academic experience about which they are dissatisfied with the exception of those grounds detailed at 4.1 above.

Stage One Academic Appeals and Complaints

5. Submitting a Stage One Academic Appeal or Complaint

- 5.1 Students must submit a completed Stage One Academic Appeal or Complaint Form to Appeal/Complaint Administrator as listed in Appendix A. Forms are available on the UEA Academic Partnerships website or directly from your partner institution (please see Appendix A for relevant person/office for each partner institution):

[Appeals and Complaints - Partnerships Hub - About \(uea.ac.uk\)](https://www.uea.ac.uk/partnerships/about)

Students should submit all relevant evidence with their form.

- 5.2 The Appeal/Complaint Reviewer may suspend the Stage One Academic Appeal or Complaint where appropriate, pending clarification by a student that they have tried to resolve the matter they are concerned about informally before beginning the formal stage of the process.
- 5.3 A student may decide to withdraw an Appeal or Complaint at any time prior to its consideration by the Appeal/Complaint Reviewer.
- 5.4 The institution may choose, within the limits of its authority, to reverse the action or decision giving rise to the Appeal or Complaint in advance of consideration by the Appeal/Complaint Reviewer. Where this occurs it shall be regarded as an informal resolution of the Appeal or Complaint subsequent to a confirmation by the student that they are now content that the Appeal or Complaint has been satisfactorily addressed.

- 5.5 Collective Academic Appeals and Academic Complaints will be considered in the same manner as those received by an individual student.
- 5.6 Until such time as the Academic Appeal or Complaint has been resolved the student should continue in accordance with such requirements as are placed upon them with regard to their situation as it stands at the point of submission. For example students Appealing against a failing mark should continue to engage with any reassessment opportunities they are required to take.

6. Consideration of the Stage One Appeal or Complaint

- 6.1 Stage One Academic Appeals and Complaints that meet the grounds for consideration (see 4.1 above) shall be considered by the Appeal/Complaint Reviewer.

Where any of the below criteria apply to the Appeal/Complaint Reviewer a suitable substitution will be made by the relevant partner institution:

- the Appeal/ Complaint Reviewer is part of the subject of the Appeal or Complaint,
- the Appeal/ Complaint Reviewer was involved in discussions with the student regarding informal resolution of the Appeal and Complaint,
- the Appeal/ Complaint Reviewer was a member of the Board of Examiners whose decision is being challenged,
- if a fair-minded and informed observer, having considered the facts, would conclude that there was a real possibility of the Appeal/ Complaint Reviewer being biased against a Participant,.

Notwithstanding this provision, for ease of reference the person responsible for responding to the Appeal or Complaint will be called the Appeal/Complaint Reviewer hereafter in these Regulations.

- 6.2 The Appeal/Complaint Reviewer may delegate investigation of an Academic Appeal or Complaint to one or more members of staff who do not have a conflict of interest with respect to the Appeal/Complaint. In such cases the Appeal/Complaint Reviewer will retain responsibility for the decision reached at Stage One and will act in accordance with subsequent sections of the Academic Appeals and Complaints Regulations where required. The Appeal/Complaint Reviewer must inform Academic Partnerships at the University when a Stage One Academic Appeal or Complaint has been submitted by a student.
- 6.3 The Appeal Administrator will provide the Appeal/Complaint Reviewer with the documentation submitted by the student under Stage One. The Appeal/Complaint Reviewer having completed the investigation will decide whether the academic decision of the Examiners should be reviewed, whether any other remedial action should be taken (such as seeking a concession against the regulations), or whether the Academic Appeal or Complaint should be rejected. The decision of the Appeal/Complaint Reviewer and the reasons(s) for it will be communicated to the student in writing and a copy shall be sent to Academic Partnerships at the University.

6.4 Each Academic Appeal or Complaint will normally be considered individually, though depending on circumstances, where a series of Academic Appeals and Complaints involve the same subject matter or individual(s), the relevant partner institution may consider such Appeals and Complaints collectively, subject to any confidentiality requirements in the same manner as those received by an individual student.

7. Timescales for Stage One Appeals and Complaints

7.1 The student's submission including any supporting documentation must be received by the Appeal/Complaint Administrator no later than 10 working days after:

- i) Academic Appeals – the date on which the student was formally notified of the outcome against which they are Appealing (for example, the date of the release of coursework mark and feedback or the date on an email notifying of a penalty) or, where informal resolution has been sought, the date of the last communication to the student regarding the outcome of the informal stage (this may include, inter alia, meetings, emails and letters).
- ii) Academic Complaints – the date on which the attempt to resolve matters informally was concluded. This date shall be the date of the last communication to the student regarding the outcome of the informal stage (this may include, inter alia, meetings, emails and letters).

7.2 Academic Appeals or Complaints submitted after the deadline (see 7.1 above) with good reason for the delay may still be considered. The student should contact the Appeal/Complaint Administrator if they are unable to meet this deadline.

7.3 The decision by the Appeal/Complaint Reviewer or their nominee as to whether a late submission of an Academic Appeal/Complaint should be accepted shall be final and not subject to Appeal.

7.4 The Appeal/Complaint Administrator will write to the student within 5 working days of receipt of the Academic Appeal or Complaint acknowledging receipt.

7.5 In normal circumstances the student shall be advised of the outcome of their Stage One Academic Appeal/Complaint within 10 working days of receipt of the Academic Appeal and Complaint Form. Where the complexity of the case prevents this the student shall be notified of the delay.

8. Actions and Outcomes

8.1 Stage One Academic Appeals will be upheld where any of the following are found:

- i) Correct procedure was not followed which undermined the validity of the academic result;
- ii) Prejudice and/or bias affected the academic result;
- iii) The student's performance was adversely affected by extenuating circumstances

not previously submitted (ONLY where late submission of extenuating circumstances has been approved);

iv) Significant changes were made to a course without being properly communicated and/or were not properly taken into account;

v) The teaching, supervision or research training provided was insufficient;

vi) Extenuating circumstances were not fully and properly considered;

vii) Natural Justice dictates that the Appeal be upheld;

viii) The learning support provided was unsatisfactory or inappropriate

8.2 Stage One Academic Complaints will be upheld where any of the following are found:

i) Correct procedures were not followed;

ii) The student experienced prejudice and/or bias;

iii) Significant changes were made to a course without being properly communicated and/or were not properly taken into account;

iv) The teaching, supervision or research training provided was insufficient;

v) Natural Justice dictates that the Complaint be upheld;

vi) The learning support provided was unsatisfactory or inappropriate.

8.3 The possible remedies to an upheld Complaint will, by the nature of Complaints, be too individual to summarise here. They shall be determined by the Appeal/Complaint Reviewer, will not involve any adjustment to academic outcomes (since academic outcomes must be addressed through the Appeals route). Where a concession would be needed to allow the proposed remedy to apply, the Appeal/Complaint Reviewer should seek advice from the UEA Associate PVC Academic Partnerships and Apprenticeships (through Academic Partnerships at the University).

8.4 The Appeal/Complaint Reviewer shall have the power to institute the following actions in respect of upheld Appeals. The precise remedy determined shall depend on the details of the case:

i) Reconvene a Board of Examiners to reconsider the academic decision/outcome;

ii) Recommend to Senate that it instructs the original Examination Board to award a specified classification;

iii) Require the correction of procedural irregularity;

- iv) Set aside a penalty applied in relation to work alleged to have been plagiarised or in respect of which there is alleged collusion;
 - v) Require a Plagiarism Officer, not previously involved in the case, to investigate the case and determine the level of any plagiarism and/ or collusion, determine any penalty and make the relevant decision;
 - vi) Grant retrospective approval of extension for late submitted work;
 - vii) Retrospective granting of a delayed assessment/reassessment;
 - vii) Recommend a concessional remedy to be approved by the UEA Associate PVC Academic Partnerships and Apprenticeships (through Academic Partnerships at the University).
- 8.5 The institution shall consult with UEA prior to agreeing any compensatory payments to be made to students in relation to upheld Complaints
- 8.6 Where the outcome of an Academic Appeal requires the establishment of a reconvened Exam Board, the reconvened Board should have different internal members from the original Board. The Board should reconvene as soon as practical and the Secretary to the reconvened Board shall advise both the student and the Appeal/Complaint Reviewer of the outcome.
- 8.7 In all cases the Appeal/Complaint Administrator shall write to advise the student of the outcome of the consideration of their case and the rationale for this in accordance with 7.5 above.
- 8.8 The letter should include the following information:
- A summary of the complaint or appeal
 - The title of the regulations/procedures that were applied;
 - A summary of the issues considered
 - The final decision taken
 - The reasons for that decision;

The letter shall also advise the student that a Stage Two Academic Appeal or Complaint can only be submitted to the university if the student believes that the criteria in 9.1 apply. The letter shall advise the student that, if they do not believe that the basis on which they remain dissatisfied falls within the grounds for submission of an appeal, they may ask the university for a Completion of Procedures notification so that they can, if they wish, exercise their entitlement to contact the Office of the Independent Adjudicator (OIA). The letter should further advise that the OIA usually will not consider a complaint if the University's internal procedures have not been completed, where a ground of appeal is available.

Stage Two Academic Appeals and Complaints

9. Submitting a Stage Two Academic Appeal or Complaint

9.1 A Stage Two Academic Appeal or Complaint can only be considered where the student claims that one of the following criteria apply:

- The correct procedure was not followed in the conduct of the Stage One Appeal or Complaint and this is sufficient to undermine the validity of the decision;
- That there was prejudice and/or bias or the appearance of prejudice and/or bias on the part of the Appeal/Complaint Reviewer and/or any person helping the Appeal/Complaint Reviewer to investigate. There will be an appearance of prejudice of bias if a fair-minded and informed observer, having considered the facts, would conclude that there was a real possibility of the Reviewer of any person helping the Reviewer being biased against the student;
- That evidence (including any mitigation) put forward at Stage One was not fully considered

The decision as to whether to consider a Stage Two Academic Appeal or Complaint will be made in the context of the principles set out at 1.4 above, with particular reference to the institution's commitment to apply Natural Justice.

9.2 A student must submit a completed Stage Two Academic Appeal or Complaint Form with any supporting documentation to the Associate Director of Partnerships at UEA. Forms are available from the relevant office at the partner institution (as set out in Appendix A) or on the UEA Academic Partnerships website:

[Appeals and Complaints - Partnerships Hub - About \(uea.ac.uk\)](https://www.uea.ac.uk/academic-partnerships/appeals-complaints)

9.3 A student may decide to withdraw an Appeal or Complaint at any time prior to its consideration by the Associate Director of Partnerships.

9.4 Until such time as the Stage Two Academic Appeal or Complaint has been resolved the student should continue in accordance with such requirements as are placed upon them with regard to their situation as it stands at the point of submission. For example students Appealing against a failing mark should continue to engage with reassessment opportunities. In instances where a student has been withdrawn, they will retain this status until such time as the outcome of an Appeal or Complaint results in their reinstatement.

9.5 Academic Partnerships will, within 5 working days of receipt of the Stage Two Academic Appeal or Complaint write to student acknowledging receipt.

10. Consideration of the Stage Two Academic Appeal or Complaint

- 10.1 The Associate Director of Partnerships will check that the Appeal or Complaint rests on a claim of procedural irregularity which shall include claims that evidence was not fully or properly considered. Where this is not the case the Stage Two submission will not be accepted for further detailed consideration and the student will be advised in writing that the submission does not meet the conditions necessary for consideration as a Stage Two Academic Appeal or Complaint.
- 10.2 Where the Stage Two submission makes a claim of procedural irregularity at Stage One this will be investigated by the Associate Director of Partnerships.
- 10.3 Where the Associate Director of Partnerships is satisfied that there is evidence of procedural irregularity at Stage One the student will be advised that his/her Stage Two Appeal or Complaint has been upheld.
- 10.4 Where the Associate Director of Partnerships is not satisfied that there is evidence of procedural irregularity at Stage One, the case shall also be considered by the UEA Associate PVC Academic Partnerships and Apprenticeships

11. Timescales for Stage Two

- 11.1 The student's submission including any supporting documentation must be submitted within 15 working days after the date on which the student was formally advised of the Stage One outcome.
- 11.2 Appeals and Complaints submitted after this deadline with good reason for the delay may still be considered. The student should contact Academic Partnerships at the University if they are unable to meet this deadline.
- 11.3 The decision by the Associate Director of Partnerships as to whether a late submission should be accepted shall be final and is not subject to Appeal.
- 11.4 In normal circumstances the student shall be advised of the outcome of their Stage Two Academic Appeal or Complaint within 20 working days of the date of receipt by Academic Partnerships at the University. Where the complexity of the case prevents this the student shall be notified of the delay.

12. Actions and Outcomes

- 12.1 A Stage Two Academic Appeal or Complaint shall be upheld where there is evidence that correct Regulations were not followed at Stage One.
- 12.2 Where a Stage Two Academic Appeal or Complaint is upheld the case shall be referred back to the partner along with advice from the Associate Director of Partnerships on how the procedural irregularity is to be eliminated. The partner institution shall issue a fresh response to the student's Stage One appeal or complaint that complies with that advice.

- 12.3 The implementation of the outcome shall constitute the conclusion of the University's procedures. The Associate Director of Partnerships shall issue a completion of procedures letter upon being informed by the partner institution that it has fully implemented the decision. Where in the view of the Associate Director of Partnerships the partner has not complied with its obligation to implement the decision at its earliest opportunity, the Associate Director of Partnerships shall issue a completion of procedures letter to the student at the student's request, enabling the student to proceed to the OIA.
- 12.4 Unless there is evidence that correct Regulations have not been followed the Appeal or Complaint shall be rejected and there shall be no further right of Appeal or Complaint within the University.
- 12.5 Where 12.4 applies a Completion of Procedures letter shall be sent to the student by Academic Partnerships at the University as per paragraph 8.8

Appendix A

Staff at Partner Institutions involved in Academic Appeals and Academic Complaints. The Appeal/Complaint Administrator is the point of contact for the Stage One Appeal/Complaint form and will advise on where to access further support and guidance:

SMB Group (Brooksby Melton College)

Appeal and Complaint Reviewer – Director of Curriculum

Appeal and Complaint Administrator – Director of Quality, Teaching and Learning

Colchester Institute

Appeal and Complaint Reviewer – Dean of HE

Appeal and Complaint Administrator – Senior Academic Services Officer

City College Norwich

Appeal/Complaint Reviewer – Assistant Principal for Higher Education and Adults

Appeal/Complaint Administrator – HE Co-ordinator

East Sussex College Group

Appeal /Complaint Reviewer – Head of HE & Partnerships Manager

Appeal/Complaint Administrator – HE Administrator

INTO UEA

Appeal/Complaint Reviewer – Centre Director

Appeal/Complaint Administrator – Academic Support Manager

Mountview Academy of Theatre Arts

Appeal/Complaint Reviewer – Principal

Appeal/Complaint Administrator – Academic Quality and Compliance Manager

Royal Marsden School

Appeal/Complaint Reviewer – Director of School

Appeal/Complaint Administrator – Student Support Services Manager

South Essex College

Appeal/Complaint Reviewer – Dean of HE

Appeal/Complaint Administrator – HE Information Manager

West Suffolk College

Appeal/Complaint Reviewer – Vice Dean of Higher Education

Appeal/Complaint Administrator – Head of Academic Services

Any queries regarding Stage Two Appeals and Complaints should be emailed to

academic.partnerships@uea.ac.uk

Appendix B

For the purposes of the Academic Appeals and Complaints Regulations the following definitions shall apply:

Academic Result:

The result of the exercise by one or more duly authorised Teachers or Examiners of academic and/or professional expertise in determining the quality of a student's performance in any part of the assessment process for a degree or qualification of the University.

Double Marked:

Two examiners/assessors mark the assignment independently and subsequently agree a mark.

Formal notification:

Communication by the partner institution/University, its representatives and/ or staff through any of the following: delivery of a paper form notification in person or to designated mail collection points within the partner institution/University or student address; electronically either via email or through any software package currently in use by the partner institution/University for the purposes of communication with students.

Grounds for Consideration:

Where an Appeal or Complaint has been accepted as meeting the criteria that allow it to be considered it is referred to as meeting the grounds for consideration.

Upheld:

Where an Appeal or Complaint is described as having been upheld this means that it has been determined sufficient evidence exists that the necessary grounds have been met (e.g. that there is evidence of a bias or prejudice). It is important to note that upholding an Appeal does not necessarily imply a particular final outcome for the student. For example, a student may Appeal a classification decision on the grounds of bias or prejudice and the Appeal may be upheld however the action prescribed may be for the Board of Examiners to reconvene and the reconvened Board may still determine that, notwithstanding the outcome of the Appeal, the degree classification itself remains appropriate.

Procedural Irregularity:

This term refers to circumstances where agreed processes have not been correctly applied, regulations not followed, or where other errors have been made by the partner institution/University either in the actions that led up to the Appeal or Complaint, or in the consideration of the Appeal or Complaint. This might include cases where not all the available evidence has been weighed in the consideration of an Appeal or Complaint or where factual data has been misinterpreted.

Academic Appeal Form Stage One (Formal Stage) Partner Institutions

You should complete this form if you want to formally raise concerns about an academic result or circumstances relating to it. We will take your concerns seriously and our Regulations are designed to enable the circumstances to be considered fully.

You can find guidance on the appeal process and help with completing the forms on the UEA Academic Partnerships website at:

www.uea.ac.uk/partnerships

If you choose to submit a Stage One Appeal (Formal Stage), you are strongly advised to seek advice from the student services department at your institution.

It is preferable to submit your appeal form and supporting evidence electronically and in PDF format. A paper copy will be accepted only if circumstances prevent you submitting electronically. The boxes below will expand automatically when you type into them. Please ensure that you attach copies of all evidence with your form.

Please submit this form within 10 working days of either:

- the date on which you were formally notified of the outcome against which you are Appealing; or
- where informal resolution has been sought, the date of the last communication to you regarding the outcome of the informal stage.

1. Your Personal Details	
Title	
First name	
Last name	
Student Number	
Name of institution	
Name of course	
Undergraduate or Postgraduate	
Address (the postal address you wish us to use to communicate with you about your appeal)	

	Postcode	
Institution email address		
Personal email address (if you wish us to also send communication about your appeal to a personal address)		
Are you a Tier 4 visa student?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

2. What do your Concerns Relate to? (more than one box may apply. There are exceptions, please ensure you read the guidance)	
Your degree result	<input type="checkbox"/>
A confirmed exam mark (following internal moderation)	<input type="checkbox"/>
A confirmed coursework, dissertation or research project mark (following internal moderation)	<input type="checkbox"/>
You are required to withdraw from your course	<input type="checkbox"/>
A penalty applied in respect of plagiarism and collusion	<input type="checkbox"/>
A refusal to permit the late submission of work for assessment or to approve a delayed first sit:	
An application for an extension to a deadline has been rejected	<input type="checkbox"/>
An application for a delayed (re) assessment has been rejected	<input type="checkbox"/>

How were you informed about the decision against which you are appealing?	
On what date were you informed?	
Who informed you?	

3. Grounds for Appeal (more than one box may apply)
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A. My performance was adversely affected by extenuating circumstances not previously submitted	<input type="checkbox"/>
B. Extenuating circumstances were not fully and properly considered	<input type="checkbox"/>
C. The correct procedure was not followed which undermined the validity of the academic result	<input type="checkbox"/>
D. Prejudice and/or bias affected the academic result	<input type="checkbox"/>
E. Significant changes were made to a course with being properly communicated and/or were not properly taken into account	<input type="checkbox"/>
F. The teaching, supervision or research training provided was insufficient	<input type="checkbox"/>
G. The learning support provided was unsatisfactory or inappropriate	<input type="checkbox"/>
H. Natural justice dictates that the appeal be upheld	<input type="checkbox"/>

Note: if you are appealing under grounds A and B please fully complete section 4A of this form. If you are appealing under any other grounds please fully complete section 4B.

4. Details of Appeal		
A) Details of extenuating circumstances. Please give full details of all events that are relevant to your appeal. You should include names and dates where possible.		
(i) Please list below your extenuating circumstances and how they affected you		
(ii) When did these circumstances affect you? Please be specific and provide dates		
(iii) Which academic outcomes were affected by the circumstances? Please provide dates		
(iv) Have you submitted this information on an extenuating circumstances form?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(v) If yes, please give details:		
(a) What was the outcome?		

(b) Please explain why you believe your extenuating circumstances were not fully and properly considered		
(c) Does this appeal provide new evidence about your circumstances in questions (i) – (iii)?		
(vi) If no, please explain why these were not previously submitted		
(vii) Have you told anyone about this before?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
(vii) Who did you tell and was any action taken?		
(ix) Were you advised to complete an extenuating circumstances form?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

<p>B) Other Details of Appeal</p> <p>This section is to be used when you are appealing under grounds 3 (c) – (h) above. It is not for details of extenuating circumstances, which should be listed in section 5(a) above.</p> <p>Please give full details of all events that are relevant to your appeal. You should include names and dates where possible.</p>

5. Supporting Summary
Please summarise the reason(s) for your appeal, outlining the key points in relation to your appeal. This summary must not exceed 250 words in length.

6. Supporting Evidence
Please note: you are responsible for providing all the evidence you wish to be considered with your appeal at the time of submission. You will not be reminded about

submitting evidence if you fail to provide it. Appeals that are submitted without supporting evidence will be considered but very rarely succeed.

Evidence must be submitted in English. Where the original evidence is written in a different language an official translation must be submitted along with the original evidence. Translations of evidence will not be considered without sight of the original.

You should provide supporting evidence for the circumstances listed in relation to your appeal. Please list and number the evidence below (some examples of appropriate evidence include; medical certificate, doctor’s letter, supporting letter from an independent third party, travel documents):

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

7. Disclosure of Additional Information

(i) The Equalities Act 2010 defines a disability as a “physical or mental impairment, which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities”

Do you have a disability as defined by the Equality Act 2010?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
--	---------------------------------	--------------------------------

(ii) Have you advised the institution of this prior to now?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
--	---------------------------------	--------------------------------

If yes, please give details

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8. Checklist

Please use this section to ensure you have completed your appeal correctly

You must:

<input type="checkbox"/>	Read the Academic Appeals Guidance document: www.uea.ac.uk/partnerships
<input type="checkbox"/>	Enter your contact details (section 1)
<input type="checkbox"/>	Select what you are appealing against (section 2)
<input type="checkbox"/>	Select your grounds for appeal (section 3)
<input type="checkbox"/>	Provide details of your appeal and supporting evidence (sections 4 & 6)
<input type="checkbox"/>	Write your appeal summary (section 5)
<input type="checkbox"/>	Read, sign and date the declaration (section 9)
<input type="checkbox"/>	Attach your evidence in PDF format with this form in PDF format

9. Declaration

I confirm that the information given on this form and in the supporting documents is true to the best of my knowledge and belief. I confirm that where I have submitted evidence all documents are true copies of the original document and where evidence relates to a third party that I have obtained the permission of the said third party to submit the evidence with this appeal. I understand that I should not submit original documents and that submitted documents in support of my academic appeals cannot be returned to me.

If submitting this form via email, please insert your scanned signature or type your name in the signature box below:

Signed	
Date	

Please submit this form to UCC Academic Services by either emailing a copy to uccacademicservices@colchester.ac.uk or handing into room HE103.

DOCUMENT OWNER: Hannah Jackson
DOCUMENT TYPE: Form
APPROVED BY: Academic Partnerships
VERSION NUMBER: 2.0
DUE FOR REVIEW: August 2020

SUMMARY:

Partner institution Stage One Academic Appeal form

VERSION LOG:

Date	Version no.	Summary of changes	Author	Approved by
August 2018	1.0		Academic Partnerships	Academic Partnerships
August 2019	2.0	Updated to reflect new website address	Academic Partnerships	Academic Partnerships

Academic Complaint Form Stage One (Formal Stage) Partner Institutions

You should complete this form if you want to formally raise concerns about academic matters not relating to academic results. We will take your concerns seriously and our procedure is designed to enable the circumstances to be considered fully and action to remedy the situation, where appropriate.

You can find guidance on the complaints process and help with completing the forms on the UEA Academic Partnerships website at:

www.uea.ac.uk/partnerships

If you choose to submit a Stage One Academic Complaint (Formal Stage), you are strongly advised to seek advice from the student services department at your institution.

It is preferable to submit your appeal form and supporting evidence electronically and in PDF format. A paper copy will be accepted only if circumstances prevent you submitting electronically. The boxes below will expand automatically when you type into them. Please ensure that you attach copies of all evidence with your form.

Please submit this form within 10 working days of the date on which the attempt to resolve matters informally was concluded.

1. Your Personal Details	
Title	
First name	
Last name	
Person Code	
Name of institution	
Name of course	
Undergraduate or Postgraduate	
Address (the postal address you wish us to use to communicate with you about your appeal)	
	Postcode

Institution email address		
Personal email address (if you wish us to also send communication about your appeal to a personal address)		
Are you a Tier 4 visa student?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

2. Your Academic Complaint
What do your concerns relate to? (e.g. library resources, teaching, classrooms, the information you have been given, supervision, research training)
What is your academic complaint? (please explain why you are dissatisfied with the above aspect of your programme of study or its associated facilities)
How would you like your concerns to be addressed?

3. Supporting Evidence
<p>Please note: you are responsible for providing all the evidence you wish to be considered with your complaint at the time of submission. You will not be reminded about submitting evidence if you fail to provide it. Complaints that are submitted without supporting evidence will be considered but very rarely succeed.</p> <p>Evidence must be submitted in English. Where the original evidence is written in a different language an official translation must be submitted along with the original evidence. Translations of evidence will not be considered without sight of the original.</p> <p>You should provide supporting evidence for the circumstances listed in relation to your complaint. Please list and number the evidence below:</p>
1.
2.
3.
4.

5.
6.
7.
8.
9.
10.

4. Checklist

Please use this section to ensure you have completed your complaint correctly

You must:

<input type="checkbox"/>	Read the Academic Complaints Guidance document: www.uea.ac.uk/partnerships
<input type="checkbox"/>	Enter your contact details (section 1)
<input type="checkbox"/>	Provide details about your concerns (section 2)
<input type="checkbox"/>	Read, sign and date the declaration (section 5)
<input type="checkbox"/>	Attach your evidence in PDF format with this form in PDF format

5. Declaration

I confirm that the information given on this form and in the supporting documents is true to the best of my knowledge and belief. I confirm that where I have submitted evidence all documents are true copies of the original document, and where evidence relates to a third party, that I have obtained the permission of the said third party to submit the evidence with this complaint. I understand that I should not submit original documents and that submitted documents in support of my academic appeals cannot be returned to me.

If submitting this form via email, please insert your scanned signature or type your name in the signature box below:

Signed	
Date	

Please submit this form to UCC Academic Services by either emailing a copy to uccacademicservices@colchester.ac.uk or handing into room HE103.

DOCUMENT OWNER: Hannah Jackson
DOCUMENT TYPE: Form
APPROVAL BY: Academic Partnerships
VERSION NUMBER: 2.0
DUE FOR REVIEW: August 2020

SUMMARY:

Partner institution Stage One Academic Complaint form

VERSION LOG:

Date	Version no.	Summary of changes	Author	Approved by
August 2018	1.0		Academic Partnerships	Academic Partnerships
August 2019	2.0	Updated to reflect new website address	Academic Partnerships	Academic Partnerships

Academic Appeal Form Stage Two (Review Stage) Partner Institutions

You should complete this form only if you wish to appeal against one of the following:

- a decision to reject a Stage One Academic Appeal where you believe that the correct procedures were not followed;
- an upheld Stage One Academic Appeal where you believe that, as a result of a procedural irregularity, the proposed remedy does not address all of the factors upheld by the institution

If you consider that you have grounds to submit a Stage Two Appeal, please complete this form.

You can find guidance on the appeal process and help with completing the forms on the UEA Academic Partnerships website at:

www.uea.ac.uk/partnerships

If you choose to submit a Stage Two Appeal (Review Stage), you are strongly advised to seek advice from the student services department at your institution.

It is preferable to submit your appeal form and supporting evidence electronically and in PDF format. A paper copy will be accepted only if circumstances prevent you submitting electronically. The boxes below will expand automatically when you type into them. Please ensure that you attach copies of all evidence with your form.

Please submit this form within 15 working days of the date on which you were formally advised of the Stage One outcome.

1. Your Personal Details	
Title	
First name	
Last name	
Name of institution	
Name of course	
Undergraduate or Postgraduate	
Address (the postal	

address you wish us to use to communicate with you about your appeal)		
	Postcode	
Institution email address		
Personal email address (if you wish us to also send communication about your appeal to a personal address)		
Are you a Tier 4 visa student?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

2. Grounds for Appeal	
A. A decision to reject a Stage One Academic Appeal where you believe the correct procedures were not followed	<input type="checkbox"/>
B. A Stage One Academic Appeal upheld by the institution where you believe that, as a result of a procedural irregularity, the proposed remedy does not address all of the factors of your appeal	<input type="checkbox"/>

3. Details of Stage One Appeal	
On what date were you informed of the Stage One outcome	

4. Supporting Statement
Please detail below the reason(s) for your Stage Two Appeal:

5. Supporting Evidence
Please note: the University will not normally consider evidence supplied at Stage Two that was not submitted with your Stage One Appeal unless there are exceptional circumstances why this evidence was not available. If you are submitting additional evidence you must detail in statement (section 3) why this was not submitted with your Stage One Appeal.
Evidence must be submitted in English. Where the original evidence is written in a different language an official translation must be submitted along with the original

evidence. Translations of evidence will not be considered without sight of the original.

Please list and number the **additional** evidence below:

1.

2.

3.

4.

5.

6. Checklist

Please use this section to ensure you have completed your appeal correctly

You must:

- | | |
|--------------------------|---|
| <input type="checkbox"/> | Read the Academic Appeals Guidance document:
www.uea.ac.uk/partnerships |
| <input type="checkbox"/> | Enter your contact details (section 1) |
| <input type="checkbox"/> | Select what you are appealing against (section 2) |
| <input type="checkbox"/> | Provide the date you were informed of the Stage One outcome (section 3) |
| <input type="checkbox"/> | Provide a supporting statement (section 4) |
| <input type="checkbox"/> | Read, sign and date the declaration (section 7) |
| <input type="checkbox"/> | Attach your evidence in PDF format with this form in PDF format |

7. Declaration

I confirm that the information given on this form and in the supporting documents is true to the best of my knowledge and belief. I confirm that where I have submitted evidence all documents are true copies of the original document, and where evidence relates to a third party, that I have obtained the permission of the said third party to submit the evidence with this appeal. I understand that I should not submit original documents and that submitted documents in support of my academic appeals cannot be returned to me.

If submitting this form via email, please insert your scanned signature or type your name in the signature box below:

Signed	
Date	

DOCUMENT OWNER: Hannah Jackson
DOCUMENT TYPE: Form
APPROVED BY: Academic Partnerships
VERSION NUMBER: 2.0
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SUMMARY:

Partner institution Stage Two Academic Appeal form

VERSION LOG:

Date	Version no.	Summary of changes	Author	Approved by
August 2018	1.0		Academic Partnerships	Academic Partnerships
August 2019	2.0	Updated to reflect new website address	Academic Partnerships	Academic Partnerships

Academic Complaint Form Stage Two (Review Stage) Partner Institutions

You should complete this form only if you wish to appeal against one of the following:

- a decision to reject a Stage One Academic Complaint where you believe that the correct procedures were not followed;
- an upheld Stage One Academic Complaint where you believe that, as a result of a procedural irregularity, the proposed remedy does not address all of the factors upheld

If you consider that you have grounds to submit a Stage Two Academic Complaint, please complete the form.

You can find guidance on the complaints process and help with completing the forms on the UEA Academic Partnerships website at:

www.uea.ac.uk/partnerships

If you choose to submit a Stage Two Academic Complaint (Review Stage), you are strongly advised to seek advice from the student services department at your institution.

It is preferable to submit your appeal form and supporting evidence electronically and in PDF format. A paper copy will be accepted only if circumstances prevent you submitting electronically. The boxes below will expand automatically when you type into them. Please ensure that you attach copies of all evidence with your form.

Please submit this form within 15 working days of the date on which you were formally advised of the Stage One outcome.

1. Your Personal Details	
Title	
First name	
Last name	
Name of institution	
Name of course	
Undergraduate or Postgraduate	
Address (the postal	

address you wish us to use to communicate with you about your appeal)		
	Postcode	
Institution email address		
Personal email address (if you wish us to also send communication about your appeal to a personal address)		
Are you a Tier 4 visa student?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

2. Your Academic Complaint	
On what date were you informed of the Stage One Academic Complaint outcome?	
Please indicate which of the following applies:	
A Stage One Academic Complaint rejected as a result of a procedural irregularity <input type="checkbox"/>	An upheld Stage One Academic Complaint where, as a result of a procedural irregularity, the proposed remedy does not address all the factors <input type="checkbox"/>
Please provide a statement that fully explains the basis on which you are making the Stage Two Academic Complaint	

3. Supporting Evidence
<p>Please note: you are responsible for providing all the evidence you wish to be considered with your complaint at the time of submission. You will not be reminded about submitting evidence if you fail to provide it. Complaints that are submitted without supporting evidence will be considered but very rarely succeed.</p> <p>Evidence must be submitted in English. Where the original evidence is written in a different language an official translation must be submitted along with the original evidence. Translations of evidence will not be considered without sight of the original.</p> <p>You should provide supporting evidence for the circumstances listed in relation to your</p>

complaint. Please list and number the evidence below:
1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

4. Checklist	
Please use this section to ensure you have completed your complaint correctly	
You must:	
<input type="checkbox"/>	Read the Academic Complaints Guidance document: www.uea.ac.uk/partnerships
<input type="checkbox"/>	Enter your contact details (section 1)
<input type="checkbox"/>	Provide details about your concerns (section 2)
<input type="checkbox"/>	Read, sign and date the declaration (section 5)
<input type="checkbox"/>	Attach your evidence in PDF format with this form in PDF format

5. Declaration
I confirm that the information given on this form and in the supporting documents is true to the best of my knowledge and belief. I confirm that where I have submitted evidence all documents are true copies of the original document, and where evidence relates to a third party, that I have obtained the permission of the said third party to submit the evidence with this complaint. I understand that I should not submit original documents and that submitted documents in support of my academic appeals cannot be returned to me.

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Signed	
Date	

DOCUMENT OWNER: Hannah Jackson
DOCUMENT TYPE: Form
APPROVED BY: Academic Partnerships
VERSION NUMBER: 2.0
DUE FOR REVIEW: August 2020

SUMMARY:

Partner institution Stage two Academic Complaint form

VERSION LOG:

Date	Version no.	Summary of changes	Author	Approved by
August 2018	1.0		Academic Partnerships	Academic Partnerships
August 2019	2.0	Updated to reflect new website address	Academic Partnerships	Academic Partnerships