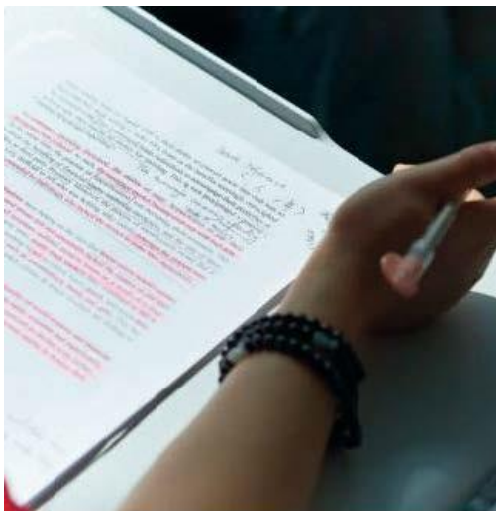


## Student Casework

# Regulation 6: Academic Appeals



## Version Control

<b>Policy Name:</b>	Regulation 6: Academic Appeals
<b>Owner:</b>	Academic Registrar
<b>Author:</b>	Student Casework Manager
<b>Approved by:</b>	Senate
<b>Date of Approval of this Version:</b>	26 September 2024
<b>Next Review Date:</b>	July 2027
<b>Version Number:</b>	V1.1
<b>Applicable Statutory, Legal or National Best Practice Requirements:</b>	<p>UK Quality Code - Advice and Guidance: Concerns, Complaints and Appeals (Nov 2018)</p> <p>OIA - Good Practice Framework: Handling Complaints and Appeals (Dec 2022)</p> <p>OIA - Good Practice Framework: Bias and the Perception of Bias (Dec 2022)</p> <p>The Equality Act (2010)</p> <p>UK Higher Education Providers - Advice on Consumer Protection Law (May 2023)</p>
<b>Equality Impact Assessment Completion Date:</b>	May 2024
<b>Data Protection Impact Assessment Completion Date:</b>	N/A
<p>This document can only be considered valid when viewed via the University website. If this document is printed into hard copy or saved to another location, you must check that the version number on your copy matches that of the one on the University website. Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until a new version is available.</p>	

## Contents

1.	Introduction .....	4
2.	Scope .....	4
3.	Glossary .....	5
4.	Help and Advice .....	7
5.	Academic Appeals - General Information .....	8
6.	Fit to Sit and Fit to Submit .....	9
7.	Group Appeals .....	9
8.	Grounds for Appeal .....	9
9.	Reasons for Rejecting an Appeal .....	11
10.	Supporting Evidence .....	12
11.	Continuation Whilst an Appeal is Considered .....	13
12.	Appeals Requiring Swift Action .....	14
13.	Stage One - Early Resolution .....	14
14.	Stage Two – Formal Stage Appeal .....	15
15.	Stage Three - Review Stage Appeal .....	17
16.	Independent Review .....	18
17.	Monitoring and Review .....	19
18.	Related policies and standards / documentation .....	19
19.	Version 1.1 updates .....	20

## 1. Introduction

- 1.1. The University of Bradford is committed to the fair and equitable treatment of all students but recognises there may be occasions when students believe they have been disadvantaged in some way during their studies and this has impacted their results or progress.
- 1.2. The Academic Appeals Regulation, supports students in what to do if they believe they have grounds to appeal against a decision of the Board of Examiners or relevant Postgraduate Research Committee or Panel.
- 1.3. The University will not normally permit an appeal by a student until a Board of Examiners or relevant Postgraduate Research Committee or Panel, has ratified a decision with regard to a student's results, continuation or award.
- 1.4. The University strives to ensure our policies and procedures are free from bias or the perception of bias. To address this, wherever possible investigators or decision makers will not be appointed who:
  - Were directly involved in the assessment that is the subject of an academic appeal.
  - Have previously investigated or reached decisions on complaints or appeals from the individual student, or disciplinary or fitness to practise matters involving the student.
  - Have previously been the subject of a formal complaint from the student.
  - Have a close personal connection to the student or to other people involved in the complaint or appeal.
  - Have a personal interest in the outcome of any decision being made.
- 1.5. No student will suffer any disadvantage or unfavourable treatment as a result of making an academic appeal.

## 2. Scope

- 2.1. The following Regulation advises students on how to make an academic appeal following notification of their results, continuation or award.
- 2.2. This Regulation applies to both taught and research programmes delivered at the University and at partnership organisations including undergraduate, postgraduate taught, postgraduate research and degree apprenticeship programmes. It covers all modes of study, including full-time, part-time and distance learning.

- 2.3. Students studying at a partner organisation should use this procedure in the first instance to initiate their appeal. The Student Casework Team will provide students with information on how the appeal will be managed.
- 2.4. Students can appeal a decision in relation to one or more of the following categories:
- A module result (or a component of a module).
  - A decision on continuation, final thesis examination or award.
  - Withdrawal from a course, or the outcome of a Faculty Postgraduate Research Progression Panel.
  - A claim for Extenuating Circumstances which has been rejected in accordance with the [Consideration of Personal Circumstances Policy](#).
- 2.5. Appeals in relation to any of the following categories, will be considered at Stage 3 – Review Stage Appeal only of this procedure and will not be considered at Stage 2 – Formal Stage Appeal:
- A withdrawal from a course, or the outcome of a Faculty Postgraduate Research Progression Panel.
  - A claim for Extenuating Circumstances which has been rejected.
- 2.6. In exceptional circumstances, with the approval of the Associate Dean of Learning and Teaching (or nominee), students may appeal against a failed module or placement mark prior to the mark being formally ratified and after results have been considered by the Assessment Committee. This is normally only available to international students whose results indicate they may be withdrawn and students on placement where that failure prevents them from progressing within their award.
- 2.7. Where a student submits an academic appeal and complaint at the same time, the student’s appeal will normally be dealt with before the complaint is considered. Where the matter has been deemed to have been resolved through appeal, the student will be asked if they wish to continue with their complaint. Students are advised to read the [Student Complaints Procedure](#) before making a complaint. There may be occasions whereby the appeal and complaint are investigated at the same time. We will let you know what procedure is being followed and explain why.

### 3. Glossary

<b>Academic Judgment</b>	Academic judgment is about the standard of a student’s work. Such as judgment about marks awarded, degree classification, research methodology, whether feedback is correct or adequate, the content or outcomes of a
--------------------------	---

	course or issues of academic misconduct will normally involve academic judgment.
<b>Appeal</b>	The process in place to request a review of a decision made at a Board of Examiners or relevant Postgraduate Research Committee or Panel.
<b>Assessment</b>	The method used to measure a student's understanding of a subject. This may be, but is not limited to, an exam, essay, presentation, dissertation, viva or thesis.
<b>Award</b>	The degree classification or title confirmed at a Board of Examiners or relevant Postgraduate Research Committee, at the end of a student's studies
<b>Balance of Probability</b>	This is the burden of proof the University apply when making decisions in cases. This means that based on the evidence presented, the circumstances are more likely to have occurred than not.
<b>Bias</b>	Bias is a tendency to favour one person or group, thing or point of view over another, especially in a way considered to be unfair.
<b>Board of Examiners</b>	A formal panel of academics who consider and ratify decisions on student performance. Such as continuation to the next stage of the course, grades, degree classification, final award and withdrawals.
<b>Completion of Procedures Letter</b>	Once a student has completed the University's internal complaints or appeals procedures, the University will issue the student with a Completion of Procedures Letter. The letter will set out clearly what issues have been considered, what regulations have been used and confirm the University's final decision. The letter will also tell the student how to complain to the Office of the Independent Adjudicator.
<b>Continuation</b>	This refers to formal progress through an academic programme or course, for example from one year of study to the next, meeting key academic requirements, usually referred to as learning outcomes.
<b>Extenuating Circumstances</b>	Unexpected circumstances which have significantly affected a student's performance in an assessment.
<b>Fit to Sit / Submit</b>	Fit to sit / submit means that if a student sits an exam or submits coursework they are declaring that they are fit to do so. Being "fit" generally means that students are feeling well and functioning effectively.
<b>Module</b>	A component of an assessment within a qualification.
<b>Not Upheld</b>	This is an outcome you will be given if the University find that the original decision that has been made will

	remain.
<b>Office of the Independent Adjudicator (OIA)</b>	The Office of the Independent Adjudicator for Higher Education is an independent student complaints scheme for England and Wales. They review unresolved student complaints about Universities.
<b>Partially Upheld</b>	This is an outcome you will be given if the University partially agree to overturn or change a decision we have made.
<b>Procedural Irregularity</b>	A substantial mistake in the University's procedure that is likely to have changed the outcome of the matter.
<b>Ratification</b>	The formal consideration and confirmation of marks.
<b>Rejected</b>	This is an outcome you will be given if the University decide not to consider your appeal. Usually this will be because you have not established relevant grounds or your appeal is out of time.
<b>Student Casework Team</b>	A team of University staff who manage student complaints and appeals.
<b>Supporter</b>	A person who supports the student during a University procedure. For example, an adviser from the Students' Union. They might attend meetings with you or help to complete paperwork.
<b>Transcript</b>	A document issued following a Board of Examiners to confirm a student's marks and decision.
<b>Upheld</b>	This is an outcome you will be given if the University agree to overturn a decision that has been made.
<b>Withdrawal</b>	This is a permanent end to a course of study.

## 4. Help and Advice

- 4.1. We recognise that making an appeal and the circumstances around this may be a stressful time for students. If additional support is required, before or during consideration of the appeal, the information below can help.
- 4.2. Students should contact the Student Casework Team by emailing [complaintsandappeals@bradford.ac.uk](mailto:complaintsandappeals@bradford.ac.uk) or the [Academic Appeals webpage](#) for general advice on making an appeal. The relevant form must be completed to lodge an appeal at Formal and Review stage and may be downloaded from the webpage or requested from the team.
- 4.3. All students making an appeal are encouraged to seek advice and support through the Students' Union Advice Service by emailing [ubu-advice@bradford.ac.uk](mailto:ubu-advice@bradford.ac.uk). The Students' Union can support students through

all stages of this procedure including if they wish to escalate their case to the Office of the Independent Adjudicator of Higher Education (OIA).

- 4.4. If a student thinks they may require additional support through the [Disability Service](#) they can contact the team who will arrange a meeting with an Adviser to discuss the available support or arrange screening where appropriate.
- 4.5. The [University of Bradford Counselling and Mental Health Service](#) offers support to all students who feel they may benefit from this, and students are encouraged to register for support. If a student has previously accessed counselling and wishes to access this again, please email [counselling@bradford.ac.uk](mailto:counselling@bradford.ac.uk).
- 4.6. Students who are experiencing financial difficulty may be able to apply for help through the student support fund. Information on the process and eligibility requirements can be found on the [Student Support Fund Grants webpage](#).
- 4.7. The University want our documentation and service to be accessible to everyone who needs to use it. If you have a disability which means there are adjustments you would like us to consider making to our process or to how we communicate with you, please tell us about these by emailing [complaintsandappeals@bradford.ac.uk](mailto:complaintsandappeals@bradford.ac.uk).

## 5. Academic Appeals - General Information

- 5.1. There are three stages to this Regulation:
  - Stage One - Early Resolution
  - Stage Two - Formal Stage Appeal
  - Stage Three - Review Stage Appeal
- 5.2. Appeals are not normally permitted from a third party who is acting on the behalf of the student. We encourage students to engage in the appeals procedure with appropriate support. However, in cases where a student is under the age of 18 or has a mental health issue or disability, which might impinge on their ability to make an appeal, a third party who is not acting in a legal capacity may be nominated to progress the appeal for them subject to the Student Casework Manager's approval. The applicant must confirm in writing that they authorise a third party to represent them.
- 5.3. The Academic Appeals Regulation is an internal procedure, not a formal legal process although the University must adhere to its own legal and regulatory requirements. Students do not require legal representation as the procedure is in place to establish the facts and enable the University to



amend a student's academic profile following ratification where warranted. A student who wishes their appeal to be managed by legal representation, must gain prior consent from the Academic Registrar, which will be granted only in exceptional circumstances.

## 6. Fit to Sit and Fit to Submit

- 6.1. The University operates a fit to sit and fit to submit policy which means students have declared themselves fit to sit an examination or assessment by attending the examination or by submitting their work.
- 6.2. There may be times when a student attends an assessment or submits their work, when they are too ill to make a rational judgement or believe they would not have a further opportunity to take the assessment due to pregnancy, a deteriorating health condition or visa issues. Students may also face financial or employment impact by delaying completion or fall ill part way through an exam.
- 6.3. In exceptional circumstances, students may appeal on grounds of extenuating circumstances to withdraw their 'fit to sit' or 'fit to submit' declaration but must provide evidence to support the request.

## 7. Group Appeals

- 7.1. Where a group of students have experienced the same issue, they may make a group appeal to request it be dealt with as a collective appeal. Students wishing to make a group appeal must nominate a lead student to act on behalf of the group and provide consent by completing the [Group Appeals Consent Form](#).
- 7.2. Where there are a number of appeals from students, relating to the same issue, the University may decide to handle the appeal as a group and apply its decision to all related cases. Students will be informed when this is proposed and may request that their case is considered separately.

## 8. Grounds for Appeal

- 8.1. There was an administrative error or procedural irregularity in the assessment which was significant enough to have impacted the student's results, continuation or award. This may include:
  - Concerns with how an assessment or examination was conducted.
  - An error in processing the mark, classification or result.
  - An error with the reporting of a grade or outcome of the assessment.

- An error in processing a claim for extenuating circumstances that was made on time, which led to the claim being rejected.
  - Concerns with how a Faculty Postgraduate Research Progression Panel was conducted.
- 8.2. There is evidence of bias or a reasonable perception of bias in how the student's work was marked, how the classification was calculated or in relation to the decision that was made by the Board of Examiners or relevant Postgraduate Research Committee or Panel. This ground should include:
- An explanation of what the bias or reasonable perception of bias was, and how this negatively affected the student.
  - Evidence to demonstrate what occurred.
- 8.3. There were unforeseen and unavoidable personal circumstances which affected the student's performance, which for good reason, the student could not have raised sooner through the Consideration of Personal Circumstances Policy (for taught students) or through their Principal Supervisor / Director of Postgraduate Research (for postgraduate researchers). When choosing this ground for appeal, students should be aware that:
- They are normally expected to disclose their personal circumstances at the time it occurred.
  - If they did not make a prior claim for extenuating circumstances, they must provide evidence to support why their judgement was impaired at the time as well as providing evidence of the circumstances that they experienced.
  - If they submitted a prior claim for extenuating circumstances, which was rejected, and they now have new evidence, they must provide a good reason as to why they could not have provided the evidence at the time the original claim was made.
- 8.4. That the supervision or training of a Postgraduate Researcher or dissertation student was inadequate to the extent that their performance or grade was affected. When choosing this ground for appeal, students should be aware that:
- They are expected to raise any issues with their supervision in writing to the Dean of the Faculty before the date of the submission of the project, dissertation or thesis. An appeal on these grounds will only be permitted if the issue had not been adequately resolved.

- If they did not attempt to resolve an issue with their supervision prior to making an appeal, the appeal will only be considered where there is evidence to show that:
  - The student was not made aware of the route to resolve the issue.
  - There were valid reasons why they did not use the available process.
  - There were valid reasons why the issue was not raised through other available procedures at the time the issue occurred.
- An appeal on inadequate supervision should include:
  - An overview of the inadequacies and when they occurred.
  - How the inadequacies disadvantaged the student.
  - What action was taken to resolve the issues.
  - If no action was taken to resolve the issue, an explanation of why the student did not seek a resolution.

## 9. Reasons for Rejecting an Appeal

9.1. All appeals shall be considered on their merit. However, an appeal will not be accepted where it is concluded that it:

- Does not meet the criteria of an appeal.
- Is late without good reason.
- Does not contain evidence to support the case.
- Does not state or meet the required grounds of appeal.
- Requests an outcome that is not possible under the procedure.

9.2. The following non-exhaustive list will not normally be considered as valid grounds for appeal and any appeal submitted on one or more of these is likely to be rejected:

- Questioning the academic judgement of the internal or external markers, the Board of Examiners or relevant Postgraduate Research Committee or Panel. This includes decisions on the marks awarded for assessments or modules, decisions on the academic standards achieved or the degree or classification awarded.
- An unwillingness to disclose personal circumstances at the time of the assessment or retrospective reporting of the circumstances. This is unless there were substantial reasons to explain why the student

could not disclose at the appropriate time. Please note that it is not possible to amend a mark or classification on grounds of extenuating circumstances.

- Appeals submitted without supporting evidence or a good reason as to why supporting evidence cannot be provided.
- Retrospective complaints regarding supervision, the standard of teaching, or other services. This includes issues which should have been raised at the point they occurred and through the available channels such as the Personal Academic Tutor, Programme or Module Leader, Supervisor or via the Student Complaints Procedure.
- Issues which fall under another procedure. In these cases, students will be contacted with further advice.
- The appeal has been received late, and there is no good reason to explain why the appeal could not have been submitted on time. In these cases, the student should provide evidence to support why they submitted the appeal late.

## 10. Supporting Evidence

- 10.1. Students must provide evidence to support their appeal. Appeals without evidence may be rejected or returned requesting more information.
- 10.2. In the rare case that students are unable to provide supporting evidence, a supporting letter from the tutor or another academic may be accepted if the student has kept them informed of the situation. Or a good reason should be provided as to why supporting evidence cannot be obtained.
- 10.3. Evidence provided in support of the appeal must verify the circumstances the student has outlined and cover the time period of the affected assessments.
- 10.4. Evidence that is not in the English language must include an official translation from a company who is able to verify the content.
- 10.5. If students submit evidence relating to a third party, it must be confirmed on the appeal form that permission to share this has been obtained.
- 10.6. If students are appealing on grounds of extenuating circumstances, they must provide evidence to show why they were unable to engage with the Consideration of Personal Circumstances Policy at the appropriate time. This is in addition to providing evidence to confirm the circumstances that took place.
- 10.7. The University reserves the right to contact the relevant body where there are concerns regarding the authenticity of supporting evidence.

- 10.8. Students found to have provided fraudulent evidence may be subject to further action under the [Student Disciplinary Procedure](#). If this is suspected, the appeal will be placed on hold until the investigation has concluded and may result in the appeal being rejected.
- 10.9. Acceptable evidence is not limited to but may include:
- Supporting medical letters, appointment confirmation or extracts from medical notes.
  - A letter from a professional support service.
  - Court documents, a police report, legal letters or an insurance report.
  - A death certificate, order of service or obituary.
  - An official letter from an education provider or nursery.
  - Emails or other correspondence showing the date of any attempts which have made to resolve the issue.
- 10.10. For further support in understanding the types of evidence you can submit, please see our [Supporting Evidence Guide](#).

## 11. Continuation Whilst an Appeal is Considered

- 11.1. The original decision of the Board of Examiners or relevant Postgraduate Research Committee or Panel, will remain in place whilst the appeal process is ongoing.
- 11.2. Taught students who have an appeal pending consideration will be permitted to undertake supplementary assessment at their own risk where such cases are not affected by professional, statutory or regulatory requirements.
- 11.3. In limited circumstances, students awaiting the outcome of their Formal Stage Appeal, who are not affected by professional, statutory or regulatory requirements and would otherwise be eligible to progress onto the next stage; may be permitted to re-register on the understanding that the outcome of their appeal may necessitate their withdrawal or transfer from the programme of study.
- 11.4. Students are not permitted to progress onto the next stage when they have not achieved enough credits to do so, and the outcome of the appeal could not remedy this. For example, some professional courses do not allow any referrals as all modules must be passed at each stage of study prior to starting the next stage or only permit up to 30 theory module credits to be trailed into the next stage. [Regulation 2 Undergraduate Awards](#) also details how many credits can be trailed into the next stage.

- 11.5. Students should note that a successful appeal cannot override the professional, statutory or regulatory requirements for the award.
- 11.6. Students must discuss whether they are eligible to progress onto the next stage, whilst their appeal is being considered, with their Personal Academic Tutor, Programme Leader or Supervisor, who will consider the relevant professional, statutory or regulatory requirements.
- 11.7. Where an appeal is not upheld, the original decision of the Board of Examiners or relevant Postgraduate Research Committee or Panel will remain.

## 12. Appeals Requiring Swift Action

- 12.1. We recognise some appeals may require us to take particularly swift action. These may include, but are not limited to:
  - Cases where the impact of the issues raised has detrimental consequences for the student's mental health or where the student displays significant distress.
  - Cases where external time limits apply for example in meeting regulatory requirements for the completion of a professional course.
- 12.2. Appeals which are judged to require urgent resolution will be flagged as a priority.

## 13. Stage One - Early Resolution

- 13.1. Taught students are encouraged to contact their Programme Leader and Postgraduate Researchers are encouraged to contact their Faculty Director of Postgraduate Research, to try to resolve the matter they are concerned about informally before submitting a Formal Stage Appeal. This should be done in writing within one week from the date the official results or decision was received.
- 13.2. Programme Leaders, Directors of Postgraduate Research or an appropriate Faculty nominee, may resolve and alter the decision where there is a minor issue such as a missing or incorrect recording of a mark.
- 13.3. Programme Leaders, Directors for Postgraduate Research or an appropriate Faculty nominee, will write to the student within two weeks to:
  - Confirm and resolve any minor errors (taught students only).
  - Clarify why they have received a decision and explain why an action was taken.

- Provide written confirmation of any extenuation disclosed before the deadline(s).
- 13.4. Students may be provided with a statement from the Faculty, to support a Formal Stage Appeal where they were aware of the issues. A statement alone is not normally sufficient evidence for an appeal but may be accepted as evidence on a case-by-case basis.

## 14. Stage Two – Formal Stage Appeal

- 14.1. If students remain unhappy following the Stage One - Early Resolution outcome, it was not possible to resolve the issue informally or there is good reason to why the student did not wish to engage with that stage, students may escalate their appeal to the Formal Stage.
- 14.2. Students who are awaiting feedback from Stage 1 – Early Resolution, may request an extension by emailing: [complaintsandappeals@bradford.ac.uk](mailto:complaintsandappeals@bradford.ac.uk). Normally a two-week extension will be provided.

### Completing the Formal Stage Appeal Form

- 14.3. Students must complete the [Formal Stage Appeal Form](#) within three weeks of their results being published and provide evidence in support of their appeal. In order for the appeal to be considered, students must return the form and supporting evidence to the Student Casework Team by emailing: [complaintsandappeals@bradford.ac.uk](mailto:complaintsandappeals@bradford.ac.uk) within three weeks of the date results were published.
- 14.4. Late appeals will not be accepted without good reason. If the appeal is late, students must explain why and provide relevant evidence to support this where possible or the appeal may be rejected as out of time.
- 14.5. Students must complete the section on personal information and state the date their results were published.
- 14.6. If a student has attempted to resolve the appeal informally, they should confirm the names of the staff who supported them and provide a brief overview of any advice given.
- 14.7. Students must clearly state their grounds for appeal by ticking the relevant box.
- 14.8. Students should confirm the Board of Examiners or relevant Postgraduate Research Committee or Panel decision they wish to appeal.
- 14.9. Taught students should list all modules they are appealing and confirm the assessment type (examination, essay, placement, dissertation etc.).

- 14.10. Students must confirm when the examination took place or the deadline the work was due to be submitted. If an extension was approved, they should provide this date.
- 14.11. Students must confirm whether they sat an examination or whether they submitted the work.
- 14.12. Students must state the reason they are appealing and provide a brief explanation why.
- 14.13. The student should confirm what resolution they are seeking as a result of the appeal. This does not guarantee the University can facilitate this if the appeal is successful, but the University will try to factor this in wherever possible.

#### **What will happen after the Formal Stage Appeal has been submitted?**

- 14.14. The appeal will be assessed to check if it was submitted within the three-week timescale, has supporting evidence and meets the required grounds.
- 14.15. If the appeal is not accepted, students will receive a Completion of Procedures letter within one month, to confirm the appeal cannot be considered.
- 14.16. If the appeal is eligible, a copy of the results transcript (if appropriate), Appeal Form and supporting evidence will normally be referred to the student's Faculty. This will be considered by someone who has had no previous involvement in the decision making process.

#### **Formal Stage Appeal Consideration**

- 14.17. An Independent Investigating Officer (or other appropriate nominee) will review the appeal.
- 14.18. The Investigating Officer may contact staff where required to seek further information regarding the case.
- 14.19. Details of a student's situation may be shared with the relevant University support services, so that the University is able to ensure appropriate support is in place.
- 14.20. Students will receive an outcome letter informing them whether the appeal has been rejected, upheld, partially upheld or not upheld, normally within one month of when the appeal was submitted. The letter will explain why the decision was made and what options are now available.
- 14.21. A copy of the appeal outcome letter will be sent to the student's email account and relevant staff to inform them of the decision.
- 14.22. If the appeal is upheld or partially upheld, the Board of Examiners or relevant Postgraduate Research Committee or Panel will amend the



previous decision where appropriate, and the student will be provided with an updated transcript or decision.

- 14.23. If the appeal is upheld or partially upheld, there are a number of actions that can be taken which could include:
- Allowing another attempt at the same stage.
  - Correcting a mark or decision which was incorrectly recorded.
  - Enabling the student to return after being withdrawn.
  - If a procedural irregularity has occurred and is deemed to have significantly impacted the outcome, a decision may be taken to repeat the procedure.
- 14.24. In some cases, the appeal may raise valid issues that will need to be referred to the Faculty, Board of Examiners or relevant Postgraduate Research Committee or Panel for further consideration.

## 15. Stage Three - Review Stage Appeal

- 15.1. If students are dissatisfied with the Formal Stage Appeal outcome, they may request a review of the decision by completing a [Review Stage Appeal Form](#) and submitting this by emailing: [complaintsandappeals@bradford.ac.uk](mailto:complaintsandappeals@bradford.ac.uk).
- 15.2. The Review Stage Appeal Form should be submitted within two weeks of receiving the Formal Stage Appeal outcome.
- 15.3. A review is not a reconsideration of the Formal Stage Appeal outcome and will only be accepted where there is information and evidence provided with the appeal to support one or more of the following grounds:
- There is evidence of procedural irregularity during the Formal Stage Appeal which is significant enough to have impacted the original decision.
  - There is new and relevant evidence which, for good and reasonable cause, was not available previously.
- 15.4. Disagreement with the Formal Appeal Stage outcome is not in itself grounds for review.
- 15.5. The Student Casework Team will review the appeal to assess if the request was made in time and falls within the grounds for review.
- 15.6. Review Stage Appeals will be reviewed by a member of the Student Casework Team and the decision will be approved by a Pro Vice-Chancellor (or nominee).

- 15.7. Students will receive a completion of procedures letter informing them whether the appeal has been rejected, upheld, partially upheld or not upheld, normally within one month of when the Review Stage Appeal was submitted. The letter will explain why the decision was made and what options are now available.
- 15.8. A copy of the completion of procedures letter will be sent to the student's email account and relevant staff to inform them of the decision.
- 15.9. If the appeal is upheld or partially upheld, the Board of Examiners or relevant Postgraduate Research Committee or Panel will amend the previous decision where appropriate, and the student will be provided with an updated transcript or decision.
- 15.10. If the appeal is upheld or partially upheld, there are a number of actions that can be taken which could include:
  - Allowing another attempt at the same stage.
  - Correcting a mark or decision which was incorrectly recorded.
  - Enabling the student to return after being withdrawn.
  - If a procedural irregularity has occurred and is deemed to have significantly impacted the outcome, a decision may be taken to repeat the procedure.
- 15.11. In some cases, the appeal may raise valid issues or areas of concern that will need to be referred to the Faculty, Board of Examiners or relevant Postgraduate Research Committee or Panel, for further consideration. This will include any recommendations made by the Pro Vice-Chancellor or nominee.

## 16. Independent Review

- 16.1. The University subscribes to the independent scheme for the review of student appeals and complaints.
- 16.2. If students are dissatisfied with the outcome of the appeal, they may be able to apply for a review of the appeal, to the Office of the Independent Adjudicator for Higher Education (OIA), provided the appeal is eligible under their rules.
- 16.3. Normally, students can only escalate their case to the OIA if they have exhausted the stages in this procedure and received a completion of procedures letter.
- 16.4. Students must raise a complaint with the OIA within 12 months of receiving the completion of procedures letter.

- 16.5. Students can complete an OIA Complaint Form online or download a copy from the [OIA website](#). Alternatively, students can telephone or write to the OIA for a form.

## 17. Monitoring and Review

- 17.1 The University regularly monitors the number and outcome of appeals and provides an annual report to Learning and Teaching Committee and Senate.
- 17.2 The annual report will make appropriate recommendations and changes to systems or procedures.
- 17.3 Trends and patterns identified by monitoring, may also be used to inform other University processes, policies or activities.
- 17.4 Monitoring reports do not contain any personally identifiable information.

## 18. Related policies and standards / documentation

- 18.1 This Regulation has been developed in accordance with the following policies and standards:
- a) University of Bradford's policies:
- Equality and Diversity Policies
  - Student Complaint Procedure
  - Student Disciplinary Procedure
- 18.2 UK Quality Code – Advice and Guidance: Concerns, Complaints and Appeals (Nov 2018).
- 18.3 OIA – Good Practice Framework: Handling Complaints and Appeals (Dec 2022).
- 18.4 OIA – Good Practice Framework: Bias and the Perception of Bias (Dec 2022)
- 18.5 The Equality Act (2010).
- 18.6 UK Higher Education Providers – Advice on Consumer Protection Law (May 2023).

## 19. Version 1.1 updates

<b>Version 1.1 Updates</b>	<p>Removal of appeal route for appeals against a decision to withdraw a student for non engagement. There is now a direct appeal route. The changes are detailed below:</p> <p><b>Section 2.4</b> Withdrawal from a course, <del>including withdrawal for non-engagement</del> or the outcome of a Faculty Postgraduate Research Progression Panel.</p> <p><b>Section 2.5</b> Withdrawal from a course, <del>including withdrawal for non-engagement</del> or the outcome of a Faculty Postgraduate Research Progression Panel.</p> <p><b>Section 8.1</b> Concerns with how a <del>n Attendance and Engagement Review Panel</del> <del>or</del> Faculty Postgraduate Research Progression Panel was conducted.</p>
----------------------------	--