



University of Wales
Prifysgol Cymru

University of Wales Appeals Procedure (Accredited and Affiliated- Link Institutions)

Academic Year 2016/17

University of Wales Appeals Procedure (Accredited and Affiliated – Link Institutions)

STAGE 1: APPEAL TO THE INSTITUTION

At the beginning of each session the institution shall inform students of the Appeals Procedures in place (both the internal procedure to be undertaken at the institution and the University of Wales procedure). At the same time, the institution shall inform students of the requirement to report special circumstances as soon as possible and before the finalisation of results by Examining Boards.

Students who wish to appeal against a decision of an Examining Board must submit an appeal to the institution in line with the appeals procedures as stipulated by the institution.

If the student is not satisfied with the outcome of the appeal, they may be entitled to appeal to the University of Wales, as the awarding body, by following Stage 2 of this procedure.

Please note that an appeal which has not been submitted to the institution for initial review will not be eligible for consideration by the University.

STAGE 2: APPEAL TO THE UNIVERSITY OF WALES

If a student is not satisfied with the outcome an appeal heard at an institution, he/she may submit an appeal to the University.

The University will only consider an appeal against the outcome of an institutional level appeal on one or more of the following grounds:

- (i) The candidate is of the view that there were irregularities in the conduct of the institutional level procedure which are of such a nature as to cause reasonable doubt whether the same decision would have been reached if they had not occurred;
- (ii) The candidate is of the view that the outcome of the Stage 1 appeal as determined by the institution was unreasonable.

Appeals which question the academic judgement of examiners, are made on grounds other than those stipulated in i – ii above, or which are based on medical evidence dated after the release of results will not be admissible and the designated administrative officer shall inform the appellant accordingly in writing.

The student must submit the University of Wales Appeals Form electronically to appeals@wales.ac.uk or in hard copy to the University of Wales Registry, King Edward VII Avenue, Cathays Park, Cardiff, CF10 3NS (ref: Appeals), with any additional information they feel is necessary and should indicate why they felt the response to the appeal by the institution was unsatisfactory.

University officers shall acknowledge receipt of the appeal within ~~2~~ **3** working days of submission and gather any necessary evidence from the student and/or institution. Where information is requested from the student or institution, it must be submitted to the University within 10 working days.

Student appeals shall be considered initially by the University of Wales Adjudication Panel, made up of 2 independent external members. The outcomes available to the panel are as follows:

- that the appeal be referred back to the institution for further consideration;
- that the appeal be upheld in whole or in part;
- that the appeal be rejected;
- that the appeal be referred to an full Appeals Board.

In instances where an Appeals Board is required, the University shall make the necessary arrangements for the Board. A member of staff from the University Registry will act as Secretary to the Board.

The Board may be held via telephone or videoconference if necessary. In the event of an Appeals Board being held, the student (and, if deemed necessary, the institution) shall have access to all relevant documentation relating to the appeal. The student may be accompanied, but not represented, by a member of the academic or welfare or advisory staff of the institution concerned or by a student or officer of the Students' Union at the institution concerned, but not by any other individual.

Any person accompanying an appellant shall be asked by the member of the Board considering the case to identify themselves at the beginning of the meeting and may be invited during the hearing to speak in relation to the case. The appellant may not send another person to a hearing in his/her stead.

A meeting of the Appeals Board will be convened at the earliest opportunity, and normally within 4 working weeks of receipt of the appeal. In the event that it takes longer to verify the facts to which the submission refers, this period may be extended.

The outcomes available to the Appeals Board are as follows:

- that the appeal be upheld in whole or in part;
- that the appeal be not upheld.

The response, and details of any action to be taken in light of the appeal, will be sent by the University to the student within 10 working days of the meeting of the Appeals Board in the form of a Completion of Procedures letter. The outcome shall also be confirmed with the institution. In the event of an appeal being upheld in whole or in part, recommendations should be made in respect of remedial action required by the institution. A response may be required from the institution concerned, within a set timeframe specified by the University.

The decision of the Appeals Board is final. In the event that the appellant is not prepared to accept the decision, the appellant will be advised, via the Completion of Procedures letter, that he/she can take his/her appeal to the Office of the Independent Adjudicator (OIA) for Higher Education.

INDEPENDENT REVIEW

Pursuant to the Higher Education Act 2004, the Office of the Independent Adjudicator for Higher Education (the OIA) has been designated by the National Assembly for Wales from 1 January 2005 as the operator of an independent scheme in Wales for the review of student complaints.

If the student is dissatisfied with the outcome of the appeal, they may be able to apply to the Office of the Independent Adjudicator for Higher Education (OIA) for review, providing that the complaint taken to the OIA is eligible under its rules.

Only once all relevant University of Wales procedures have been exhausted may a candidate apply to the OIA for a review of the complaint.

Should the student decide to make a complaint to the OIA, the Complaint Form must be received by the OIA within ~~twelve~~ **12** months of the date of receipt of the Completion of Procedures letter from the University.

The OIA's leaflet, *An Introduction to the OIA for Students*, can be downloaded from http://www.oiahe.org.uk/media/34396/oia_intro_leaflet.pdf

Alternatively, a form can be obtained by phoning or writing to the OIA. A copy of this letter should be sent to the OIA with the OIA Complaint Form.

Guidance on submitting a complaint to the OIA and the OIA Complaint Form can also be found on the OIA's website <http://www.oiahe.org.uk/making-a-complaint-to-the-oia.aspx>. A student may also wish to seek advice from the appropriate Students' Union about taking a complaint to the OIA. Please note that the OIA will normally only review issues that have been dealt with through the University's internal procedures.

MONITORING AND EVALUATION

The nature, incidence and outcomes of complaints will be regularly monitored and an annual report made to Academic Board in this respect.