

Final Review Procedure

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Summary/Description:	
This document details the process determining the submission and consideration of a Final Review Request where a student is unsatisfied with an outcome imposed at the conclusion of one of the following procedures: Fitness to Practice procedure, Disciplinary procedure, Formal Complaint.	

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1. PRINCIPLES

- 1.1 You may request a final review at the conclusion of the following University procedures:
 - Academic Appeal
 - Fitness to Practise procedure
 - Student Disciplinary procedure
 - Accommodation Conduct Procedure
 - Attendance & Engagement Policy
- 1.2 if you are studying at UK partner institution you may also request a final review of a decision made following completion of the college's complaints procedure (see *Appendix A for further details*).
- 1.3 The Associate Director (Registry) of Student & Academic Services [the 'Associate Director'] may nominate a person within the Directorate of Student & Academic Services to assist or to deal with your Final Review in accordance with this Procedure. Accordingly, all references within these procedures to the Associate Director will include the Associate Director's nominee.
- 1.4 If the Associate Director has been directly involved in making a decision on the case at an earlier stage in the procedure, the request will be referred to an alternative Associate Director, the Executive Director or as necessary the Chief Operating Officer or the University Secretary, who will deal with the matter in place of the Associate Director.

2. TIMESCALES

- 2.1 All timescales referred to in this document are measured in 'calendar days' which means every day of the week including Saturdays and Sundays, except for university closure days such as public holidays and Christmas closures. Full details of term dates and university closures can be found here <https://docs.gre.ac.uk/rep/sas/term-dates>
- 2.2 You must submit your request for a final review on the [Final Review Request Form](#) within 14 calendar days from the date of notification of the formal decision/outcome imposed. Requests for a final review received later than this will not normally be considered.
- 2.3 The Student & Academic Services Executive Office will acknowledge receipt of a request for a Final Review in writing within 7 calendar days.
- 2.4 You should expect a written response to your request within 28 calendar days from the date of acknowledgment. Any delays will be notified to you in writing with reasons for the delay.

3. GROUNDS FOR REVIEW

- 3.1 You may request a review on one or more of the following grounds:

- a) The relevant procedure was not correctly followed, and this has affected the outcome of your case.
- b) You have new evidence which you were unable to provide earlier in the process for valid reasons and which you believe may have made a difference to the outcome of your case. You will need to provide evidence to support your reasons.
- c) That the decision reached was unreasonable and/or a disproportionate outcome has been imposed.

4. INITIAL CONSIDERATION

- 4.1 The Associate Director will review your case based on the written evidence provided and will either:
- a) Dismiss your request for a final review if, on the face of the submitted documentation, no new/insufficient evidence is provided to support the grounds specified in section 3; or
 - b) Where your case has not been fully considered under the relevant procedure, then your request will be referred back to the relevant Board/ Committee/ Panel or Investigating Officer to resume the procedure at the appropriate stage (if you remain dissatisfied with the outcome, you may then reactivate the Final Review procedure); or
 - c) Investigate your final review request in accordance with Section 5 below or
 - d) Dismiss your request and issue a Completion of Procedures letter where your request has been submitted more than 14 calendar days after the notification of the formal decision/outcome imposed.

5. INVESTIGATION OF THE FINAL REVIEW

- 5.1 The investigation of the final review and issues raised will, in the interests of transparency and fairness, be conducted through a process of open correspondence, unless there are compelling reasons for any information or communications to remain confidential.
- 5.2 The Associate Director may request further evidence from you or the decisions makers, or from other sources. When satisfied that sufficient evidence has been gathered, your request for a final review will either be dismissed or accepted.
- 5.3 If your case is dismissed, you will be issued with a Completion of Procedures letter including details of the OIA Scheme (see Section 8).
- 5.4 If your case is accepted, the Associate Director may decide to:
- a) Uphold your request for a final review, in full or in part, and confirm any appropriate action to be taken; or
 - b) Refer your case back to the original Board/Committee/Panel or Investigating Officer for reconsideration in light of the new evidence. In the case of an Academic Appeal which has not been considered by an Academic Appeals committee, the Associate Director may request that a Committee be convened to hear your case; or

- c) In consultation with the Chair of the relevant Board/Committee/ Panel modify the severity of the penalty; or
- d) Establish a Final Review Committee in accordance with Sections 6 and 7.

Outcomes reached under 5.4 a), b) or c) mark the end of the University's consideration of your Final Review request. You will be issued with a Completion of Procedures letter including details of the OIA Scheme (see Section 8).

6. FINAL REVIEW COMMITTEE (FRC)

Membership

- 6.1 A Secretary will be appointed by Student & Academic Services to service the FRC. The Secretary is not a member but will be present throughout proceedings to advise on regulatory and procedural matters and take an accurate record of the meeting.
- 6.2 The FRC will consist of three members from a group approved by the Vice Chancellor, one of whom must be a representative nominated by the Students' Union. The Secretary will appoint a member of the FRC as Chair. No person will sit on the FRC if they are directly associated with the student's studies or had any prior involvement in the investigations for the case.
- 6.3 The FRC will be arranged as soon as is reasonably practicable and you will be given a minimum notice period of 14 calendar days of the date and time of the meeting, which may be either in-person or via video conferencing. The notice of the meeting will be accompanied by copies of all documentation to be used in consideration of your review request.
- 6.4 A representative of the Faculty or Directorate (or Partner College where relevant) will be invited to attend to respond to issues raised in the review request.

Arrangements

- 6.5 You will be asked to provide any evidence, written statements, witness statements or other documents in support of your case by a given deadline. All documentation will be presented to the FRC. The Chair has discretion to accept evidence submitted after the deadline.
- 6.6 You and the Faculty/Directorate representative will be provided with copies of all evidence, statements, and other documents to be considered by the FRC in advance of the meeting.
- 6.7 You have the right to attend the meeting and will be asked to confirm your attendance. You will usually be expected to present your own case.

If you do not wish to attend, or fail to appear after confirming your attendance, the FRC will proceed in your absence. The FRC may also proceed in the absence of the Faculty/Directorate representative at the discretion of the Chair.
- 6.8 You may be accompanied by a supporter of your choice or a representative of the Students' Union. You should inform the Secretary of the name of the person

accompanying you in writing in advance of the meeting. The role of the supporter is to provide moral support during the meeting, they cannot make representations on your behalf or ask questions of anyone else at a meeting.

- 6.9 You may invite witnesses in support of your case.
- 6.10 If you intend to present witnesses, you must inform the Secretary of the details in writing no later than 5 calendar days before the meeting.

Procedure

- 6.11 You will have the right to hear all evidence, to call and question witnesses, and to draw to the FRC's attention to other evidence submitted by the deadline.
- 6.12 The FRC will base its decision on your submitted evidence and testimony, the testimony of any witnesses and the testimony of the Chair of the relevant Committee/Panel concerned, together with any further evidence which it considers relevant.
- 6.13 Witnesses can only provide testimony relating directly to the case and will be asked to withdraw after questioning. They will normally be interviewed individually. A witness cannot therefore attend both in the capacity of witness and representative.
- 6.14 The Chair has discretion to disregard any matter introduced by you or by any person accompanying you if it is not directly related to the content of your final review submission.
- 6.15 The decision of the Final Review Committee will be communicated to you and the relevant Board/Committee/Panel Chair or Investigating Officer in writing as soon as possible, normally within 7 calendar days.

7. OUTCOMES AVAILABLE TO THE FINAL REVIEW COMMITTEE

- 7.1 The options available to the Final Review Committee will be to:
- dismiss your request for review and uphold the original decision of the relevant Board/Committee/Panel or Investigating Officer;
 - uphold your request for review and recommend appropriate action to be taken based on the circumstances of the case.
- 7.2 The decision of the Final Review Committee will mark the end of the University's consideration of your Final Review request. You will be issued with a Completion of Procedures letter including details of the OIA Scheme (see Section 8).

8. EXTERNAL ADJUDICATION

- 8.1 If you have been issued with a Completion of Procedures letter, you may be able to complain to the Office of the Independent Adjudicator if you remain dissatisfied with a final decision of the University providing that your complaint is eligible under its Rules, which are available on the OIA website at <http://www.oiahe.org.uk/>.

- 8.2 You will need to submit an OIA complaint Form to the OIA within **twelve months** of the date of the Completion of Procedures letter. Information on how to submit a complaint can be found on the OIA website <http://www.oiahe.org.uk/>.

9. REPORTING, MONITORING AND REVIEW

- 9.1 The Executive Office will provide statistical information relating to Final Review cases to the Academic Registry for inclusion in the annual report to Academic Council. It will be the responsibility of Academic Council to monitor the data and make recommendations to Faculty Boards or similar as appropriate.
- 9.2 It will also be the responsibility of the Academic Registry to review the Final Review Procedures and their effectiveness and make recommendations for changes, where appropriate, to be considered by Academic Council.

10. ADVICE AND SUPPORT

Free independent advice and advocacy is available from the Greenwich Students' Union:

Email: suadvice@gre.ac.uk

Web: <https://www.greenwichsu.co.uk/advice>

Online contact form: www.greenwichsu.co.uk/advice/triageform

For students at Medway, please visit: www.greenwichsu.co.uk/medway/advice

11. RELATED PROCEDURES

- [Academic Appeals Procedure](#)
- [Fitness to Practice Procedure](#)
- [Student Disciplinary Procedure](#)
- [Student Complaints Procedure](#)
- [Accommodation Conduct Procedure](#)

APPENDIX A

Information for students registered for a University award provided by collaborative partner colleges or other organisations.

- a) The University will consider a request for a final review only where
 - i) you are registered by the University on a validated or accredited programme delivered by the partner organisation (or were formerly registered at the point at which the initial procedure was commenced); and
 - ii) the complaint relates to an aspect of provision for which the University has a responsibility; and
 - iii) the complaint is not subject to any legal proceedings.
- b) Complaints about services provided by collaborative partner colleges or other organisations involved in the delivery of your programme must initially be pursued with the relevant partner organisation through the partner organisation's complaints procedure.
- c) Information on how to access the partner organisation's complaints procedure will be set out in the relevant programme handbook. The partner organisation must draw to the attention of all students by suitable means the arrangements for making complaints, including the role of the University, and to operate appropriate procedures for addressing those complaints.
- d) If you remain dissatisfied with the outcome once you have received the outcome of the partner organisation's investigation stage, you may request a final review of the outcome under this procedure.
- e) Your partner organisations must advise you of the outcome of the investigation into their complaint by means of a formal outcome letter, which must make clear that students may request a final review of their case by the University.
- f) The request for a final review must be made in writing on the 'Request for Final Review' form, which is available to download here [Final Review](#), and submitted within 14 calendar days of the college's final response, accompanied by a copy of the college's formal outcome letter.