

GUIDANCE ON SUBMITTING AN ACADEMIC APPEAL

ADVICE AND SUPPORT

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

Email: suadvice@gre.ac.uk
 Web: www.greenwichsu.co.uk/advice
 Online contact form: www.greenwichsu.co.uk/advice/triageform

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WHO CAN SUBMIT AN ACADEMIC APPEAL?

Current students on an undergraduate or postgraduate taught programme of study may submit an academic appeal, as long as the grounds for appeal are made in accordance with Section 4 of the [Academic Appeals Procedure \(Taught Awards\)](#). Appeals relating to postgraduate research issues are considered under the [Academic Appeals Procedure \(Postgraduate Research Awards\)](#).

More information about appeals can be found on our [Appeals and Complaints webpages](#).

WHAT CAN I APPEAL AGAINST?

An Extenuating Circumstances claim outcome if:

- your EC claim was rejected because it was submitted after the deadline
- you were unable to provide evidence by the deadline
- you think that evidence and/or information provided in support of your claim was not properly considered.
- inadequate explanation was given for the decision.

A Progression and Award Board decision (your results) if:

- you feel you had extenuating circumstances, but you were unable to submit a claim by the deadline.
- the assessment procedure was not applied or was applied incorrectly, and this had a significant negative impact on the decision.

Assessment Offences Panel outcome if:

- the assessment misconduct procedure was not applied correctly, and this had a significant negative impact on the outcome.
- substantial new evidence has come to light.
- the decision reached was unfair based on the available evidence.
- the penalty imposed was excessive.

There are a range of grounds against which you can make an appeal, which are identified in detail the [Academic Appeals Procedure \(Taught Awards\)](#) and on the appeal form.

Situations where an appeal will be rejected include:

Academic judgement:

You can't appeal against a grade, progression decision or degree outcome decided by the examiners on the basis that:

- you, your friends, or anyone other than the person(s) who marked your work thinks it deserves a better grade;
- your lecturer told you what to do to get a good grade and you feel you did what was required;
- your lecturer gave you positive feedback on an early draft of your work; you worked really hard and attended all classes

Issues related to teaching, feedback, supervision or services:

- These must be raised at the time the issues occurred as a complaint – please read the [University's Formal Complaints procedure](#) for more details of how to make a complaint.

If we think that you have raised any issues that should be a complaint, we will let you know how we will deal with these separately.

You cannot appeal an academic decision that you have already appealed

- We are unable to consider an appeal if you are essentially appealing a decision that you have already appealed and received an outcome for.

You cannot appeal against an Assessment Offences Investigative Interview outcome

- If you're unhappy with the outcome of your investigative interview, you can request that your case is escalated to an Assessment Offence Panel. Further information can be found in the [Assessment Misconduct Procedure](#).

WHEN SHOULD I SUBMIT MY APPEAL?

Academic appeal forms must be submitted within **14 calendar days** of:

- Email notification of the extenuating circumstances claim final outcome
- Publication of your Progression and Award Board results in the Student Portal
- Email notification of the Assessment Offences Panel outcome

In exceptional cases only, a late appeal may be considered provided that the submission is accompanied by detailed and supported reasons for the late submission.

Evidence should ideally be submitted with your appeal form, but don't submit your appeal late if you do not yet have it – you will be given extra time to submit your evidence.

WILL I STILL BE ABLE TO ATTEND MY AWARDS CEREMONY?

Yes, if your results confirm that you have successfully completed your programme of study.

WHAT DO I NEED TO SAY ON THE APPEAL FORM?

When submitting your appeal, make sure to include all the information you want the review panel to consider. Once you've submitted your appeal, you can't usually add more details later. If your exams or assessments were affected, please mention the dates.

If you talked to a staff member or someone from the Greenwich Students' Union about your appeal, tell us who you spoke with and what advice they gave you. Remember, a longer appeal or more evidence doesn't necessarily make it stronger. Focus on making your key points clear, ensure your evidence directly relates to your appeal, and consider adding a timeline of events to help explain your case.

WHAT EVIDENCE DO I NEED?

You must provide **relevant** evidence in support of your appeal and list it on the appeal form – all evidence must be in English or accompanied by a certified translation. If you cannot provide your evidence when you submit your appeal, please outline the evidence you intend to provide and advise when you believe it you can supply it; this should be no later than 14 calendar days after submission of your appeal form.

Electronic copies of your original evidence must be attached to the email with your appeal form. Our email system currently only accepts JPEG, PDF or Microsoft Office (Word, Excel etc) documents. Evidence relevant to your appeal should be submitted at the same time as this form. All documentation should be in English, and the translation of any documents should be done by an accredited translator.

There may be exceptional circumstances in which evidence cannot be provided at the time of your appeal submission. You must tell us within your academic appeal submission that this is the case. Where we agree to the delay in evidence being submitted, we will confirm the deadline that we expect you to provide the supporting evidence.

If you are unable to provide evidence with this form, you must provide a valid reason. If we agree to the delayed submission of your evidence, you will be given an extended deadline. If you do not provide your evidence by this deadline, your academic appeal cannot be considered and the original decision will remain.

Your appeal cannot be considered until the listed evidence is provided. If you have previously been in contact with the University Counselling Services about any issues raised in your appeal or matters that may have a bearing upon it, it may be appropriate to consult them.

HOW DO I SUBMIT MY APPEAL?

Once you have filled out all the relevant sections of the form, please **SAVE A COPY** using your family name and student ID number as the file name e.g. MOHAMMAD 000123456.

You should then email the saved copy of the form to academicappealoffice@gre.ac.uk.

WHAT WILL HAPPEN NEXT?

Initial consideration of your appeal

You will receive an acknowledgement email informing you that your appeal has been received and what the next steps will be.

Your appeal will then be reviewed to make sure it meets the grounds for consideration - it may be rejected at this stage if any of the following apply:

- Your appeal is in disagreement solely with the academic or professional judgement of a Progression and Award Board (PAB) or an Assessment Offences Panel (AOP)
- You have not provided a valid reason explaining why you were unable to submit a claim of Extenuating Circumstances at the correct time
- You have not provided a valid reason explaining why you were unable to provide supporting evidence by the given deadline
- Your appeal does not demonstrate or evidence why you believe your Extenuating Circumstances claim was not properly considered
- Adequate reasons for the Extenuating Circumstances decision were provided.

If we do reject your appeal at this stage, we will explain this to you in writing and advise you of your right to request a final review of the decision under the [Final Review Procedure](#).

MY APPEAL HAS MET THE GROUNDS - WHAT HAPPENS NOW?

Stage 1 – Consideration of the appeal

An Appeals Investigation officer will obtain information from your faculty and other areas of the university as required. The Appeals Investigation officer will then consider your appeal submission and the other information obtained and advise you of the Stage 1 outcome, which will be that your appeal is either accepted or dismissed.

If your appeal is accepted, the decision will include details of how we have resolved your appeal. If the Appeals Investigation Officer is unable to reach a conclusion based on the information available, the appeal will be referred to Stage 2.

If your appeal is dismissed the appeal, you will be issued with a Stage 1 outcome explaining the reasons why and how you can request a review of the decision under the Final Review procedure.

We aim to complete this stage within 21 calendar days, although please be reassured we will always provide an outcome as soon as possible. If there are any delays, we will let you know what is happening and when we expect to be able to complete Stage 1.

Stage 2 - Academic Appeals Committee:

If your case is referred to an Academic Appeals Committee, a meeting of the Academic Appeals Committee will normally be arranged within 28 days of the referral to consider your case.

The Academic Appeals Committee will conclude your appeal by reaching one of the following decisions:

a) Your appeal is dismissed and the original decision stands. You will be notified of the Academic Appeals Committee decision in writing within 7 calendar days with reasons for the decision. This decision concludes the academic appeal process and you will be informed of your right to request a review of the academic appeal process under the Final Review Procedure.

b) Your appeal is referred back to the relevant decision-making body to reconsider the original decision taking into account the findings of the Academic Appeals Committee.

You will be notified of the Academic Appeals Committee decision in writing within 7 calendar days with reasons for the decision.

The reconvened decision-making body will have the power to confirm or amend the original decision. You will normally be notified of the reconsidered decision within 21 calendar days of the Academic Appeals Committee.

The reconsidered decision will be final and you will be informed of your right to request a review of the academic appeal process under the Final Review Procedure.

WHAT IF I DON'T LIKE THE OUTCOME OF MY APPEAL?

PABs are not able to change marks and it is very rare for work to be re-marked following a Panel decision. Even if your Appeal is accepted, you will usually still have to take a reassessment. The most common outcomes of successful appeals are:

- Your reassessment status will change. For example, you might be given an uncapped assessment as if for the first time instead of a capped reassessment.
- In most instances you can't progress to the next stage of your programme if you have not met the progression requirements as judged by the exam board.
- If you have exhausted all of your assessment opportunities, you might be granted one final further reassessment opportunity.

When you receive any kind of formal decision on your appeal, the outcome will advise you that you have 14 calendar days to request a final review of that decision, in accordance with the University's [Final Review Procedure](#).

THE APPEAL PROCESS IS COMPLETE – WHAT ELSE CAN I DO?

On completion of all final stages of the appeal procedure including the Final Review Procedure, you will receive a 'Completion of Procedures' statement, which means that we consider the Academic Appeals process to be complete.

If you feel that the outcome of your appeal is unreasonable in relation to the evidence submitted, you may request a review from the Office of the Independent Adjudicator for Higher Education (OIA), within twelve months of the issue of the Completion of Procedures statement.

Information regarding this is on the OIA website: <http://www.oiahe.org.uk>

PURSUIT OF UNFEASIBLE ACADEMIC APPEALS

Very occasionally a student will respond unreasonably to a negative outcome. This can include:

- repeatedly submitting an academic appeal for the same thing, which could be construed as being obsessive, harassing, or repetitive
- insistence on pursuing academic appeals that have no chance of success and/or seeking unrealistic, unreasonable outcomes
- insistence on pursuing what may be a valid academic appeal in an unreasonable manner

If we believe that this is happening, we may decide to stop consideration of your appeal. We will write to you explaining why we are stopping consideration and provide details of how you can challenge this decision.