

Making an Appeal:

WHAT IS AN APPEAL?

An appeal is a formal request asking the university to review a decision they have made about you.

WHO CAN MAKE AN APPEAL?

Students wanting to challenge 1 or more decisions made about them by:

- An assessment/award board, including course termination;
- The Student Conduct Committee;
- Senior University staff because of a breach of the University's Accommodation License Agreement; and
- The University because of academic misconduct, and where the student has qualified for an award in the current calendar year and has had some or all of their academic credit taken away from them.

HOW ARE APPEALS MANAGED?

Appeals are managed in 2 ways:

- Stage 1 appeal- initial stage.
- Stage 2 appeal- if you would like to challenge the outcome of a stage 1 appeal.

IMPORTANT THINGS TO NOTE ABOUT APPEALS:

The University does **not** allow appeals made about matters of academic judgement, e.g:

Decisions made by academic staff on the quality of a piece of work or the criteria applied to assess the work.

The University **does** not allow appeals made about provisional marks.

Your appeal **must** be based on 1 or more of these grounds:

- The University did not follow the correct process.
- The University made a significant mistake.
- You have extenuating circumstances (ECs) that you have not previously applied for, or you have new evidence that could have changed the decision.

HOW CAN YOU MAKE AN APPEAL?

You can submit a stage 1 appeal via this link:

<https://our.norwichuni.ac.uk/>

Making an Appeal:

Simply log in, click on 'Academic Support Office Application Form', and choose 'Make an appeal'.

To submit a stage 2 appeal you **must** request the "Stage 2 Appeal Form" from the Academic Support Team.

WHEN CAN YOU MAKE AN APPEAL?

The University has deadlines for making a stage 1 appeal:

- You have 10 working days to make a stage 1 appeal to the University- starting from the date they confirmed their decision/penalty that you wish to make the appeal against.
- A further 10 working days to send any supporting evidence.

WHAT TO INCLUDE IN YOUR APPEAL:

You must put your concerns in writing including the following:

- What your grounds for appeal are.
- What outcomes you are seeking.
- Any evidence to support your case (with consent if given from the parties included).
- Your email/postal address so the University can contact you.

POSSIBLE OUTCOMES OF AN APPEAL:

There are 4 main outcomes for an appeal:

- **No grounds for appeal:**

The University have decided you do not have a valid reason to challenge their decision.

- **To not uphold the appeal:**

The University have decided not to change the decision they originally took about you and it will remain in place.

- **To partially uphold the appeal:**

The university agrees with some, but not all that you've said in your appeal, and offers and outcome as appropriate.

- **To uphold the appeal:**

The University may decide to partially change/change the decision they originally took about you.

HOW ARE APPEALS PROCESSED?

Academic Support will confirm that they have received your appeal. If you have met appeal grounds, they will investigate it. A senior member of staff will look at your appeal and decide what should happen.

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Nearly all appeals are managed in writing, but sometimes, the University may ask to meet with you in person to discuss your appeal: this is called a meeting of the appeals committee. If it is a stage 2 appeal, the University may ask to discuss the matter with a sub-group of the University's Academic Board.

You will receive the outcome of your appeal in writing within 20 working days.

WHAT IS A MEETING OF THE APPEALS COMMITTEE?

The member of staff making a decision on your stage 1 appeal can consider a meeting of the Appeals Committee- however, this is rare. This is a formal hearing where the University reviews your appeal and decides whether there is a valid reason to change or reconsider the original decision.

If a committee is required, you will be written to inviting you to attend and discuss your appeal with the Chair, staff and any supporters, witnesses, or legal representatives you may wish to bring. The committee then makes a decision and you will receive an outcome about your appeal (in writing).

WHAT IS A SUB-GROUP OF THE UNIVERSITY'S ACADEMIC BOARD?

The member of staff considering your stage 2 appeal may decide to form a sub-group to consider the matter, known as a sub-group of the University's Academic Board.

Both academic and professional services staff make up the group, however any staff involved in the stage 1 appeal will not be involved.

The sub-group will first meet privately to review your Stage 2 appeal. They will then invite you (and any supporters, witnesses, or approved legal representatives) to discuss the appeal. Whether you attend the hearing is up to you, however it will go ahead regardless, and a decision will be made.

After hearing from you, the group will meet in private again to make their decision. The University will normally send you the outcome (in writing) within 5 working days of the hearing.

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TAKING YOUR APPEAL TO THE OIA:

If you are not happy with the outcome of your stage 2 appeal, you can take it to the OIA.

The OIA is an independent organisation that reviews student complaints after you have completed the entire University complaints process.

If you want the OIA to review your appeal, you will need a Completion of Procedures (CoP) letter from the University, which explains the outcome and gives you one year to contact the OIA.

If your Stage 2 appeal is not upheld the University will automatically send you a CoP. If your appeal is fully or partly upheld, you must ask for a CoP to be sent.

APPEALS NOT CONSIDERED:

The University may refuse to consider appeals that are harassing, unreasonable, or made to cause unnecessary expense. The University may not consider your appeal if they believe that the actions or behaviour of you/someone supporting you is aggressive, offensive, abusive, unreasonably demanding or persistent. If this happens, the University will write to you to explain the decision and discuss what happens next.

ANY QUESTIONS?

The University's official student regulations and procedures document can be found here:

<https://norwichuni.ac.uk/student/your-studies/student-regulations-and-procedures/>

Section J outlines university appeals.

More information about appeals can be found here:

<https://norwichuni.ac.uk/student/your-studies/appeals/>

If you have any questions regarding appeals, please contact the Academic Support Team:

aso@norwichuni.ac.uk

If you require any support, please contact the Student Union's Advice Service:

su.advice@norwichuni.ac.uk

