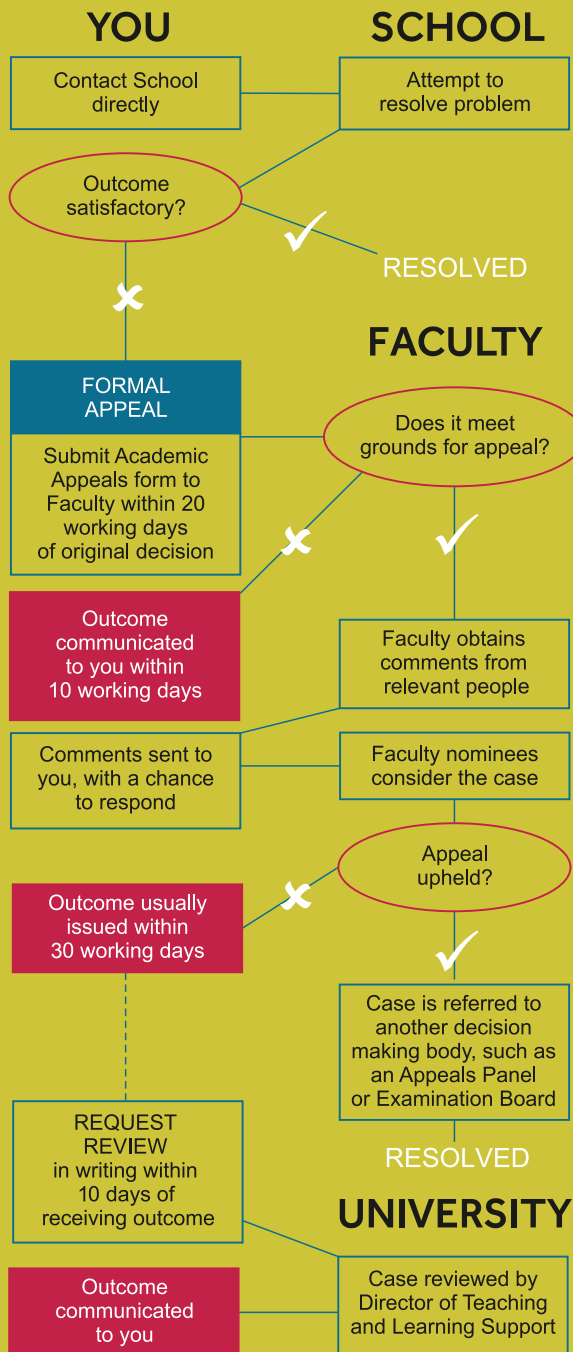


# The appeals procedure



## This guide aims to make Academic Appeals easier to understand.

Please note however, that the University's Regulation on Academic Appeals will always take precedence.

You can see the full document at:

**bit.ly/appealsregulation**

The Students' Union Advice Service offers a great deal of support throughout the complaints procedure.

An advisor from the service can explain the full process to you and guide you through the stages.

### Useful links

#### Appeals form:

[bit.ly/makeanappeal](http://bit.ly/makeanappeal)

#### Student's Union Advice Service:

[manchesterstudentsunion.com/advice/service](http://manchesterstudentsunion.com/advice/service)

#### Find your Faculty office:

[bit.ly/procedurecontacts](http://bit.ly/procedurecontacts)

#### Office of the Independent Adjudicator:

[www.oiahe.org.uk](http://www.oiahe.org.uk)

This is part of a series of introductory guides to complicated policies and procedures, produced by Teaching and Learning Support. Guides are also available for:

### Mitigating Circumstances Student Complaints

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The University of Manchester

A basic guide to

**Academic**

**Appeals**

What is an Academic Appeal?

How do I know if I can make an Appeal?

How do I make an Appeal?

## What is an academic appeal?

It's a way of asking the University to review a recent decision taken by an Examination Board or equivalent body.

However, appeals cannot be made simply on the basis of disagreeing with a mark you've been given, or as a challenge to academic judgement.

They must instead be based on at least one of the four grounds for appeal recognised by the University, outlined below.

## The four grounds for appeal

All appeals must be supported by valid evidence and can be made on any one or combination of the following grounds:

- 1 Circumstances affected the student's performance, of which the Board of Examiners or Committee may not have been aware, and which might have had a material effect on the decision;
- 2 A material administrative error or procedural irregularity in the assessment process causes significant doubt as to whether the decision might have been different had the irregularity not occurred;
- 3 There is evidence of prejudice or bias, or lack of proper assessment on the part of one or more of the examiners;
- 4 The supervision or training of the student in respect of research for a dissertation or equivalent work was unsatisfactory to the point that their performance was seriously affected.

## How can I make an appeal?

### Making an informal appeal

Where possible, it is hoped academic appeals can be dealt with at School level, by approaching the appropriate person in the School directly (for example, with your Programme Director).

The Students' Union Advice Service can help to clarify your concerns and help to prepare you for any initial discussions with your School.

If the matter is not resolved at this level, you may decide to initiate the formal procedure, handled at Faculty level, which the Students' Union Advice Service can also help with (see link on reverse).

### Making a formal Appeal

- An Academic Appeals Form (link overleaf) must be submitted to your Faculty contact, along with any supporting documents within 20 working days of you being notified of the decision you wish to appeal against.
- A Faculty nominee will determine whether the appeal falls into any of the four grounds for appeal. Please note, appeals dismissed as ineligible or out of time cannot be considered further by the University.
- If the appeal is accepted for consideration, the Faculty will obtain comments from the appropriate person(s) involved and send you these comments for your consideration and response.  
You will usually have 5 working days to respond.
- Having obtained this information, Faculty nominees will consider your case and inform you and your School of their decision, with reasons, normally within 30 working days.

## Potential outcomes

**Appeal upheld:** Usually results in your case being referred back to a School Examination Board for consideration, noting the issues raised in your appeal. Please note that referral back does not guarantee your desired outcome.

**Referral to an Appeal Panel:** If the Faculty considers your appeal to raise serious or complex matters which require further investigation, an Appeal Panel may be arranged and you'll be invited to attend.

**Appeal dismissed:** The reasons for this will be explained in your Faculty outcome letter, as well as your right to request a review by the Director of Teaching and Learning Support (DTLS) or their nominee.

To request a review, you must submit a written statement, along with any supporting material, to the DTLS within 10 working days of receiving the Faculty's decision. The DTLS will consider the Faculty's handling of the appeal, and whether its decision was reasonable. You will normally be notified of their decision within 20 working days.

## Conclusion of the procedure

At the conclusion of the academic appeals procedure, the University will issue a Completion of Procedures Letter, which includes the final decision.

There is no further internal process to challenge this decision.

However, once all University procedures have concluded, you might be able to take your complaint to the Office of the Independent Adjudicator for Higher Education (OIA). Please see their website for further guidance (link on reverse).