

## Schedule 5

### Academic Appeals, Complaints and matters of Misconduct: Partner Institution Procedures

The University of Manchester (“**University**”) is responsible for the standards of the awards it makes in collaboration with partner institutions whose programmes it validates and for the quality of the student learning experience that the partner institution provides. Partner institutions must have their own policies and procedures for academic appeals, complaints and matters of misconduct. These policies and procedures must be included in the programme or general handbooks given to students, and be accessible as necessary from other sources e.g. the partner institution website.

#### The University’s procedure for the consideration of review requests

1. Partner institution appeals, complaints and misconduct policies and procedures are approved and reviewed via the procedures for institutional approval and review conducted by the University. The University will not develop appeals, complaints and misconduct policies or procedures on behalf of partner institutions, but may offer guidance and recommendations as to their content.
2. Following completion of the partner institution’s procedures, a student may write to the Head of Division of Teaching, Learning and Student Development of the University ([appealsandcomplaints@manchester.ac.uk](mailto:appealsandcomplaints@manchester.ac.uk)) to request a review in connection with the appeal, complaint or matter of misconduct if s/he feels that his/her case has not been handled properly or that the decision reached was not reasonable on the basis of the evidence available. The University must receive a review request (i.e. a written statement, with supporting evidence, detailing the reasons for the request) from the student outlining why s/he does not believe the case to have been handled properly or that the decision reached was unreasonable on the basis of the available evidence within 10 working days of the date on which the partner institution formally notified the student of its decision. The student may present new material and/or evidence for the review if they have credible and compelling reasons as to why this information was not available to the partner institution.
3. On receipt of the review request, the Head of Division of Teaching, Learning and Student Development (or his/her nominee) will send a copy to the partner institution asking for a copy of the file relating to the case, including communication made with the student and will ask for comments, as appropriate, on the student’s review request.
4. The Head of Division of Teaching, Learning and Student Development (or his/her nominee) will consider, on the basis of documentary material, whether the partner institution’s decision was reasonable and whether the investigation was conducted properly in accordance with its published procedures but will not reinvestigate the academic appeal, complaint or matter of misconduct afresh. The University may seek to apply the principles contained within its own regulations (notably Regulations XVII, XVIII and XIX) in considering any procedural issues arising from the review request. In conducting the review the University may, if necessary, seek further information from the partner institution and/or the student as appropriate.
5. In instances when the appeal or complaint raises serious or complex matters which require further investigation and enquiry, the review request may be considered by a

panel of an appropriate composition within the University, and the student shall be updated accordingly.

6. The Head of Division of Teaching, Learning and Student Development (or his/her nominee) will write to the student to inform him/her of the outcome of the review and the reasons for the decision, normally within 40 working days of receipt of the student's request for a review. Potential outcomes may include recommendations for the partner institution to implement, a requirement for the partner institution to reconsider the matters raised by the student, or dismissal of those matters as being without foundation.
7. There are no further stages in the Partner Institution Procedures beyond those detailed above and the University shall issue the student with a Completion of Procedures letter upon the conclusion of the Procedure. Students who believe that their case has not been dealt with properly by the partner institution or by the University or that the outcome is unreasonable may be able to complain to the Office of the Independent Adjudicator for Higher Education (OIA) if the complaint is eligible under its rules and once all the above procedures have been concluded. [*Note:* information about the role of the OIA and the procedure for submitting complaints can be obtained from the OIA website: [www.oiahe.org.uk](http://www.oiahe.org.uk)]
8. There may be situations in which a partner institution issues a Completion of Procedures letter prior to a review being conducted by the University. This may include, but should not normally extend beyond the following:
  - Complaints – complaints which are not submitted in accordance with a timeframe detailed within a procedure.
  - Academic appeals – appeals which are not submitted in accordance with a timeframe detailed within a procedure, appeals which seek to challenge academic judgement, appeals which are upheld and result in an alternative outcome for the appellant.

**Note:** a copy of all Completion of Procedures letters issued should be sent to [appealsandcomplaints@manchester.ac.uk](mailto:appealsandcomplaints@manchester.ac.uk) for institutional reporting purposes. Completion of Procedures letter templates are available at: <https://www.oiahe.org.uk/providers/completion-of-procedures-letters/>

9. Should Partner Institutions wish to link to this document, its content is repeated on the University's Teaching, Learning and Student Development website at: <https://www.staffnet.manchester.ac.uk/tlso/academic-appeals-complaints-and-misconduct/partner-institutions/>