

Academic Appeals

City University request for review of appeal form and guidance notes

All academic appeals, including those relating to Validated Programmes, must be considered first at Stage 1 of the appeal procedures (the Stage 1 process is also known as the School-level or Validated Institution-level appeal). **You may not ask for a University-level review until you have been informed of the Stage 1 decision about your appeal.** If you have been formally notified of the Stage 1 decision, you may ask for a University-level review only on the grounds set out in the guidance below.

The main focus of a University-level review is to check that the earlier process has been carried out correctly and that all relevant information has been considered. It is not designed to re-consider issues which have already been properly dealt with at an earlier stage.

Quick guide to preparing your request for review

- Read through the form carefully and make sure you follow each instruction.
- Check how much time you have to prepare your request straight away so you are not rushed.
- Keep all of your supporting statements clear and to the point. A longer statement does not increase your chances of your appeal being upheld and may make it difficult for the reviewers to identify the key elements in your case. Ask the Union Support Service for help if you are struggling to prepare your supporting statements.
- Make sure all your supporting evidence is directly relevant to your case and is objective, independent, third party evidence (see Section 3 page 10 for more guidance). Only send COPIES of your evidence, keep the originals yourself.
- Make sure that you have completed every section. If in doubt ask someone else to read your form for you so they can give you feedback on whether they think the form is complete, correct and clearly states the grounds for your request.
- Keep a copy of your request for review form for your records.
- Where possible submit all of your documents together, either by email or in hard copy so that there is less chance of any items going astray.

Completing and submitting your form

You must submit your form within **21 calendar days** of the notification of the outcome of your appeal.

This is a digital version of the form. You can save a copy and complete it in your own time. If you need the form to be provided in an alternative format please email ace@city.ac.uk.

If you wish to add information or expand on your appeal, you can do so on a separate sheet of paper but it is helpful if you explain your request for review as concisely as possible.

GUIDANCE NOTES

Data Protection Privacy Notice

City, University of London is the data controller for the personal data processed to investigate your complaint/appeal/extenuating circumstances. City considers that the lawful basis for processing your personal data falls under Article 6(1)(b) (performance of a contract) of GDPR because it is necessary as part of the contract between City, University of London and its students. In addition, City considers the processing of any special category personal data – (race, ethnic origin, politics, religion, trade union membership, genetics, biometrics (where used for ID purposes, health, sex life or sexual orientation) provided as part of the complaints/appeals/extenuating circumstances process will fall under Article 9(2)(a) (explicit consent) of the GDPR as the personal data is provided on a voluntary basis by the student to support their complaint/appeal/extenuating circumstances.

City will share your data with those conducting and assisting the investigation and resolution of your complaint/appeal/case/extenuating circumstances. This will always been done under a duty of confidence and expectation that confidentiality will remain in place once the complaint, appeal, case and/or extenuating circumstances has been resolved. Your personal data will be retained for 6 years after the last action on the case.

The rights you have under the data protection legislation are listed below, but not all of the rights may apply in all circumstances.

- right to be informed
- right of access
- right to rectification
- right to erasure
- right to restrict processing
- right to object to data processing
- right to data portability
- right to object
- rights in relation to automated decision making and profiling

For more information, please visit www.city.ac.uk/about/city-information/legal

If you have any concerns about how your personal data is processed, you can raise them with the ACE team or, you may contact the Information Compliance Team at dataprotection@city.ac.uk or phone 0207 040 4000, who will liaise with City's Data Protection Officer to answer your query. If you are dissatisfied with City's response you may also complain to the Information Commissioner's Office at www.ico.org.uk

GUIDANCE NOTES

The form is in four sections:

- 1) **My details**
- 2) **Grounds for my request**
- 3) **Supporting evidence**
- 4) **Declaration**

Sections 1, 2 and 3 each have a guidance note before the section of the form telling you how to complete the section.

If you are submitting your form in hard copy you don't have to print off any pages headed 'Guidance Notes' – but you can if you prefer.

Where do I send my form?

Submit your form to Academic Services by emailing ace@city.ac.uk or post a copy for the attention of the Appeals Administrator (see <http://www.city.ac.uk/about/education/academic-services> for address). You can also submit your form in person to the Student Centre. You can submit your form by email with your attachments or by hard copy with your documents enclosed with the form. We would recommend that you send your form and accompanying documents together so you can be sure they have all been received.

What happens next?

You will be sent an acknowledgement of receipt of your request for review. At the end of the form on page 13 there is guidance on the possible outcomes of your request.

Useful information

You are encouraged to read through the **Regulation and Policy** related to appeals as these govern the way that your appeal will be processed and considered.

- **Regulation 19 – Assessment Regulations** – govern the work of Assessment Boards
- **Regulation 20 – Appeals Procedures: Taught Programmes** OR
- **Regulation 20b – Appeals Procedures: Taught programmes in Validated Institutions** OR
- **Regulation 21 – Appeals Procedures: Research programmes** OR
- **Regulation 21b – Appeals Procedures: Research programmes in Validated Institutions**
- **Student Appeals Policy**
- **Student Appeals Flowcharts for taught and research programmes**

<http://www.city.ac.uk/about/education/academic-services/academic-policies-and-regulation/assessment/appeals>

Further advice and support

The **Union Support Service (USS)** provides advice to students. It is a free and confidential service for students experiencing academic issues including appeals. Visit <http://www.culsu.co.uk/advice/> or telephone 020 7040 5600.

GUIDANCE NOTES

Section 1: My details

Contact details

You are asked to supply your most up-to-date contact details to ensure that all correspondence concerning your request for review reaches you.

You will need to inform us of any changes to your contact details while your request for review is being considered. It is helpful to let us know in advance if you are going to be away, or unavailable while we are dealing with your appeal.

Preferred contact method

After supplying your contact details you should select your preferred contact method for correspondence concerning your request for review. **Many students use personal email addresses, however, we will send your request for review acknowledgement to your University email address to prevent any possibility that a request has been lodged without your knowledge** – all further correspondence will be sent via your preferred method of contact.

Your School/ Validated Institution and Programme

Select your School/ Validated Institution from the drop down menu and fill in the name of your programme. You will already have checked this as part of your original appeal.

Appeal reference number

Your appeal reference number will help us to ensure your request for review is undertaken as speedily as possible. The number should be given in your outcome notification letter; if for any reason it is missing simply check the box and we will follow this up for you.

REQUEST FOR REVIEW FORM

Section 1: My details

Surname/ Family Name	
First Name	
Student ID number	
University email	
Alternative email	
Telephone	

Address

Street	
Town	
County	
Country	
Postcode	

Preferred contact method

University email

Alternative email (supplied above)

Hard copy

School/ Validated Institution and programme:

My School / Validated Institution:

My programme:

Appeal reference number:

Number:

The number was not provided on my notification letter.

GUIDANCE NOTES

Section 2: Grounds for my request for review

Request for review deadline:

You must submit your request within **21 calendar days** of the notification concerning the outcome of your appeal. Exceptions to this deadline would be unfair to fellow students so if you are having problems preparing your evidence contact the **Appeals Administrator** (ace@city.ac.uk). You will still need to submit your form by the deadline but may be given an extension for submission of your evidence.

Grounds

There are two grounds for a request for review 1) 'Material error' and 2) 'New information'.

Appeals are only considered when one, or both, of these grounds are met; you cannot appeal simply because you are unhappy with the outcome of your appeal.

What is a material error?

A 'material error' is an error that is both relevant and significant to the decision made regarding your appeal. You must show that a material error has occurred in the way in which the Stage 1 decision on your appeal was reached. You will need to refer to the process set out in the Regulation and explain in what way(s) you believe the process has been defective. It is not enough to say that you think there must have been a mistake.

'Relevance' indicates that the error is directly relevant to the case you are making.

'Significance' means that the error is likely to impact on the decision made regarding your appeal.

What constitutes new information?

If you believe you have new information to present, it will be your responsibility to show that:

- it is genuinely "new", i.e. it has not been considered in any form at Stage 1
- it is material (ie. significant and relevant) to the original appeal
- you could not have presented it as part of the Stage 1 appeal for reasons outside your control.

Possible remedies

In the case of new information, it is likely that the matter will be referred back to the School/ Validated Institution Appeal Panel, Assessment Board, Senior Tutor for Research or Board of Studies (depending on what decision is being appealed), to see if the additional information would have altered the decision if it had been known at the time. The potential outcomes should your request for review be upheld are given on page 13.

REQUEST FOR REVIEW FORM

Section 2: Grounds for my request for review

Date of the notification of the outcome of my appeal:

I am appealing on the grounds of **MATERIAL ERROR** and have completed section 2a.

I am appealing on the grounds of **NEW INFORMATION** and have completed section 2b.

I am appealing on the grounds of both **MATERIAL ERROR** and **NEW INFORMATION** and have completed both section 2a and 2b.



REQUEST FOR REVIEW FORM

Section 2a: MATERIAL ERROR

Give a concise explanation of the basis of your request explaining:

- what the material error was, and
- how it impacted on the outcome of your appeal.

It is your responsibility to include all relevant supporting documentation and to list it in Section 3.

If you don't have enough room continue on another sheet of paper marked with your student ID number.
Please note that longer supporting statements may delay the outcome of the review.

REQUEST FOR REVIEW FORM

Section 2b: NEW INFORMATION

Please confirm **all** of the below:

The new information I am presenting is significant and relevant to the outcome of my appeal

I could not have reasonably been expected to make the new information known at the time of my original appeal

My reasons for not disclosing the new information at the time of the original appeal were outside my control

Give a concise explanation of why you could not present the new information at the time of the appeal and why this was outside your control.

It is your responsibility to include all relevant supporting documentation and to list it in Section 3.

If you don't have enough room continue on another sheet of paper marked with your student ID number.
Please note that longer supporting statements may delay the outcome of the review.



REQUEST FOR REVIEW FORM

Section 2b (continued)

Give a concise explanation of the basis of your request explaining:

- what the new information is
- how it is significant and relevant to the outcome of your appeal

It is your responsibility to include all relevant supporting documentation and to list it in Section 3.

If you don't have enough room continue on another sheet of paper marked with your student ID number.
Please note that longer supporting statements may delay the outcome of the review.

GUIDANCE NOTES

Section 3: Supporting evidence

You must provide evidence in support of your request for review.

You must provide a copy of the **notification of the outcome of your appeal**.

If your supporting evidence is in a language other than English then you will need to submit a **certified translation**.

List the supporting evidence you are submitting and mark whether it is being submitted by **email** or in **hard copy**. Where possible send your form and supporting evidence in a single email or letter. Mark all supporting evidence with your **student number**.

Where you cannot get the evidence in time for the deadline mark it as 'To follow'. **You must still submit your form by the deadline** and you must notify the Appeals Administrator (ace@city.ac.uk) in advance to agree a deadline for submission of the late evidence.

What constitutes 'evidence'

Evidence should be both relevant and significant. Evidence normally takes the form of written confirmation from an objective, independent, third party. Evidence should relate to facts, not personal opinions. Evidence will often come from an expert or person in authority and will be provided in the form of an official document (e.g. a police report, doctor's note, formal notification). When you are providing a piece of evidence check its relevance and significance and try to ensure it includes some, if not all, of the following:

- Date that the document was written
- Signature or evidence that it comes from the person making the statement (e.g. from an official email address)
- Evidence that it is independent and verifiable (e.g. the name of their company or organisation)
- Evidence that the person has the experience or expertise to make the statement (e.g. their job title or qualifications)

REQUEST FOR REVIEW FORM

Section 4: Declaration

Please confirm both of the following statements:

I confirm that I have read the guidance accompanying this form

I confirm that the information I have given is true and accurate to the best of my knowledge

In submitting this appeal, I understand that the information I provide and information held by City, University of London will be shared in a confidential way with those managing and considering the appeal and resolution of my case

Signature:

Date:

A signature is not required if you have sent your form via email. Your request for review acknowledgement will be sent to your University email account (as well as to your preferred contact) to confirm your identity.

GUIDANCE NOTES

What happens next?

You will receive an acknowledgement of receipt of your request for review. The majority of cases can be dealt with via our 'initial scrutiny' stage which normally takes up to 28 calendar days from receipt. Some cases are referred to a University Panel which you will be invited to attend.

Initial scrutiny

The possible outcomes of initial scrutiny are:

- UPHELD** with a recommendation to your School/ Validated Institution for immediate corrective action;
- UPHELD** with your case being referred back to your School/ Validated Institution for reconsideration;
- RETURNED** with the opportunity to re-submit because your form was incomplete, incorrect, not accompanied by supporting evidence, or the grounds for your appeal were not clear (you will have 14 calendar days from the date of notification to re-submit). Normally reviewers reserve this option for cases where they have reason to believe a re-submission may demonstrate a more substantive case for your request. The reviewers are *not* obliged to offer this option and do so at their discretion;
- REJECTED** because your form was incomplete, incorrect, not accompanied by supporting evidence, or you have not met the grounds for review.

University Panel

More complex cases will be referred to a panel to which you will be invited. It will normally take up to 28 calendar days to convene the review panel following referral from the initial scrutiny reviewers. You will be informed of the outcome of the panel within 14 calendar days of it meeting.

The possible outcomes depend on whether you are a taught student or a research student.

Outcomes for taught students

- UPHELD** normally resulting in permission for you to re-sit one or more of your assessments;
- UPHELD** with your case being referred back to the Assessment Board, with commentary, for reconsideration;
- REJECTED** as it is clear that you have not met the grounds for review.

Outcomes for research students

If your request for review is upheld then the action taken will depend on whether your appeal related to registration/ progression or the conduct of your examination (see the Appeals Regulations for full details).

- UPHELD** with a recommendation to the Chair of the Board of Studies that the Board's decision be amended;
- UPHELD** with a recommendation to the Chair of the Board of Studies that you be asked to provide additional work for further assessment;
- UPHELD** with a recommendation to the Chair of Board of Studies that the original examiners reconsider their recommendations;
- UPHELD** with a recommendation to the Chair of the Board of Studies that you be permitted to revise your thesis and resubmit;
- UPHELD** with a recommendation to the Chair of the Board of Studies that new examiners be appointed;
- REJECTED** as it is clear that you have not met the grounds for review.

GUIDANCE NOTES

When will I hear?

You will receive an acknowledgement of receipt. The Initial Scrutiny stage normally takes no more than 28 calendar days following receipt.

The University Panel stage normally takes no more than 28 calendar days and you will be informed of the outcome of the Panel within 14 days of the panel meeting.

You can also look at the Appeals Flowcharts: <http://www.city.ac.uk/about/education/academic-services/academic-policies-and-regulation/assessment/appeals>

You will receive written notification of the outcome of your request for review which will include feedback on the reasons for the decision. The University does its best to ensure that requests are considered swiftly and you will be notified if we are not able to meet the standard deadlines.

What are my options after my request for review?

When the University's internal procedures have been concluded you will be issued with a Completion of Procedures (CoP) letter. Following this, a student who is dissatisfied with the final decision on his/her case may be able to apply to the Office of the Independent Adjudicator (OIA) for Higher Education. Information and eligibility rules are available at: www.oiahe.org.uk.