Stage 2 Appeal Request for University Level Review

Q1 **Stage 2 Appeal Request for University Level Review**   
  
 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.   
  
 **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 [ace@city.ac.uk](mailto: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.  
     
For more information on the process, please see the [Student Academic Appeals Policy](https://www.city.ac.uk/__data/assets/pdf_file/0004/69025/Student-Academic-Appeals-Policy.pdf) and the [Senate Regulations on Student Appeals.](https://www.city.ac.uk/about/governance/policies/city-university-of-london-senate-regulations)  
   
 **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 [Union Advice](https://www.citystudents.co.uk/advice/) 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.
* 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 using the upload system in this form.

**You must submit your form within 21 calendar days of the notification of the outcome of your Stage 1 appeal.**

Q2 Surname

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Q3 First name

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Q4 Student ID number

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Q5 University email address

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Q6 Other preferred email address

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Q7 Contact telephone number

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Q8 School/ Registration

School of Communication & Creativity

School of Policy & Global Affairs

City Law School

Bayes Business School

School of Science & Technology

School of Health & Psychological Sciences

Validated Institution (Please state which below) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

LEaD

Q9 Programme of Study

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Q11 Date of the notification of the outcome of your Stage 1 appeal (please enter the date format as dd/mm/yyyy)

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Q12 **Grounds for my request for review**   
    
There are two grounds for a request for review:

* ‘Material error’
* ‘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.  
   
For further guidance on what constitutes a material error or new information please refer to the guidance on the [Student Hub and FAQs.](https://studenthub.city.ac.uk/help-and-support/extenuating-circumstances-complaints-appeals)   
 

Q13 Your grounds for appeal (you may select one or both grounds)

I am appealing on the grounds of MATERIAL ERROR and have completed the relevant section.

I am appealing on the grounds of NEW INFORMATION and have completed the relevant section.

Display This Question:

If Your grounds for appeal (you may select one or both grounds) = I am appealing on the grounds of MATERIAL ERROR and have completed the relevant section

Q14 **Claim of 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.

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Display This Question:

If Your grounds for appeal (you may select one or both grounds) = I am appealing on the grounds of NEW INFORMATION and have completed the relevant section

Q16   
**Claim of New Information**   
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 provide all relevant supporting documentation.

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Display This Question:

If Your grounds for appeal (you may select one or both grounds) = I am appealing on the grounds of NEW INFORMATION and have completed the relevant section

Q17   
**Claim of New Information**   
 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.

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Q18 **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 now or later on via email.
* Where possible submit all your supporting evidence through this form. If submitted via email after you submit this form, mark all supporting evidence with your student number.
* Where you cannot get the evidence in time for the deadline indicate it below as ‘To follow’.
* You must still submit your form by the deadline and you must notify the Appeals Administrator [ace@city.ac.uk](mailto:ace@city.ac.uk) in advance to agree a deadline for submission of the late evidence.

Q19 Please list all the supporting evidence you are submitting with this form  
   
Where you cannot get the evidence in time for the deadline indicate in the box below that this is ‘To follow’.

You must still submit your form by the deadline and you must notify the Appeals Administrator [ace@city.ac.uk](mailto:ace@city.ac.uk) in advance to agree a deadline for submission of the late evidence.

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Q20 Please submit a copy of your Stage 1 appeal notification:

Q21 Please submit supporting evidence:

Q22 Please submit any further supporting evidence:

Q23 If a translation is required please submit this here:

Q24 Please indicate whether you will be submitting further evidence via email to [ace@city.ac.uk](mailto:ace@city.ac.uk.).

Yes

No

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Q25 Please confirm all of the following statements by ticking the boxes:

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

Q26 Please add your signature below:

Q27   
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 see [City's Data Protection Policy](https://www.city.ac.uk/about/governance/policies/data-protection-policy).  
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](mailto:dataprotection@city.ac.uk).  
   
If you are dissatisfied with City’s response you may also complain to the [Information Commissioner’s Office](https://ico.org.uk/).