



UNIVERSITY OF
WINCHESTER

APPEALS REGULATIONS

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Indicate whether the document is for public access or internal access only Indicate whether the document applies to collaborative provision? <i>(Strikethrough text, as appropriate)</i>	Public Access Internal Access Only Applies to Collaborative Provision
Summary:	
<p>This document defines the criteria and procedures to be followed for appeals against the decision of a Progression and Award Board or Exceptional Circumstances claim review and a mandated Interruption to Study or Withdrawal decision.</p> <p>These regulations make reference to other policies, procedures and regulations which can be found here: Policies and Regulations - University of Winchester</p>	

Equality Impact Assessment	
Summary of process undertaken to determine equality impacts:	Assurance of access and inclusivity and that no principal or required procedure would place an unfair advantage or disadvantage for any person possessing, associated with or perceived to be possessing any of the protected characteristics as defined in the Equalities Act 2010.
University Committee (name/date) where equality impacts discussed (may be Committee of approval, or another):	Academic Regulations, Policies & Procedures (ARPP) Committee and Senate
Identified equality impact(s) on colleagues and students (i.e. any specific impacts related to this policy that may cause disadvantage for people due to one or more particular protective characteristic)	
Protected Characteristic	Impact(s) identified and any action(s)/mitigation(s) to address these impact(s), as necessary.
Age	No impacts identified.
Disability	No impacts identified.
Gender Identity	No impacts identified.
Marriage/Civil Partnership	No impacts identified.
Pregnancy and Maternity	No impacts identified.
Race (incl. nationality)	No impacts identified.
Religion and Belief	No impacts identified.
Sex	No impacts identified.
Sexual Orientation	No impacts identified.

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SECTION 1 PRINCIPLES

- 1.1 The University wishes to ensure that there is an effective, expeditious, impartial, fair and accessible appeals process which is reasonable in its operation and which commands the confidence of all parties. To this end, the University is committed to ensuring that no student is at risk of disadvantage by submitting an appeal in good faith.
- 1.2 In support of these principles the University undertakes:
 - a) to ensure that its appeals procedures are operated in a fair manner;
 - b) to ensure that the procedure in any given appeal is brought to completion as soon as is reasonably practicable;
 - c) to ensure that the appeals procedures are accessible to all students.
- 1.3 All appeals shall be treated seriously but the objective is always to resolve the appeal rather than to apportion blame. All parties shall be treated with dignity and respect in the application of these Regulations. No one should expect to suffer any disadvantage, recrimination or reprisals for either making an appeal or submitting evidence in good faith. Furthermore, where an appeal or evidence submitted during the investigation of the appeal is shown to be frivolous, vexatious, based on fraudulent or false evidence or motivated by malice, it shall be dismissed by the University and action may be taken against the individual concerned including disciplinary action.
- 1.4 While supporting a student's right to appeal, the University encourages any student who is considering lodging an appeal to raise their concerns informally before proceeding. In this way, possible misunderstandings may be resolved with an immediate explanation or, in the case of an error (for example a mark being wrongly recorded) the matter may be resolved by an immediate correction and/or revision.
- 1.5 All appeals shall be dealt with in confidence, with the proviso that where investigation is required to verify the statement(s) provided, some information may have to be shared although this shall be kept as minimal as possible. Furthermore, an individual against whom a complaint is made (for example, in the case of an evidence of bias/prejudice), has the right to be supplied with details of the evidence submitted and to comment upon it. An appeal cannot be investigated if the appellant does not wish the substance of the allegation to be made known to the individuals concerned. In exceptional circumstances, it may not be possible for confidentiality to be respected, for instance where a criminal offence has been disclosed. Where disclosure is necessary, and subject to any legal requirements, the appellant shall be contacted before any disclosure to confirm whether they wish to proceed with the appeal.
- 1.6 These Regulations apply to all undergraduate, taught postgraduate and postgraduate research students including those studying with a Collaborative Partner. These Regulations are supported by The Student Guide to Policies, Procedures and Regulations and an Academic Appeals Guidance Leaflet for students.
- 1.7 Where reference is made to the Academic Registrar throughout these Regulations, this will also include reference to their nominee.
- 1.8 The University is committed to the promotion of equality, diversity and inclusion providing a supportive environment for all members of our community and compliant with relevant legislation. Our commitment to equality, diversity and inclusion means that these Regulations have been screened in relation to the use of plain English.
- 1.9 The University shall appoint Investigating Officers and decision makers of appropriate standing and experience to implement these Regulations, and the appellant shall be kept informed of the Investigating Officer's name. The University shall avoid any potential conflict

of interest by ensuring that no Investigating Officer or decision maker shall handle an appeal where there is a personal and/or academic relationship with the appellant.

- 1.10 These Regulations do not apply to a specific complaint about the provision of a programme or a related academic service, as these are covered under the University's *Student Complaints Policy* or, in the case of students studying with a Collaborative Partner, relevant policies operated by the Partner. A complaint is defined as 'an expression of dissatisfaction by one or more students about the University's action or lack of action, or about the standards of service by or on behalf of the University'.
- 1.11 If the Academic Registrar deems that there may be grounds for a complaint, they may reclassify the appeal or the relevant aspect of the appeal (as appropriate) as a complaint and forward it to the Complaints team, as well as notifying the appellant of their decision and directing them to the University's *Student Complaints Policy*. In cases where the appellant is studying with a Collaborative Partner, the Academic Registrar may forward it to the Collaborative Partner in accordance with their equivalent complaints policy.
- 1.12 If there is any overlap between the issues raised in an appeal and a related matter, such as a complaint or a student disciplinary investigation, the Academic Registrar will determine how such cases are to be handled, such as by pausing the appeal so that the other process can be considered first.
- 1.13 If the Academic Registrar deems that the appeal is vexatious, malicious, fraudulent or based on false evidence, action shall normally be taken against the appellant in accordance with the University's *Student Disciplinary Procedures*, *Student Complaints Policy* or *Student Academic Integrity Procedures* or the equivalent policies operated by the Collaborative Partner, as appropriate. If students are suspected of submitting falsified evidence as part of their appeal documentation, then the appeal will be paused, while the disciplinary procedures are followed.
- 1.14 The majority of our students have reached the age of majority (18) and as such are encouraged to act on their own behalf in managing appeals. The University will not investigate an appeal made on the student's behalf by a third party (such as a parent/guardian, spouse/partner) unless the student has confirmed in writing that they wish to appoint the third party as their representative to manage the appeal on their behalf. Students will need to give a full written authority from their University email account. Any authority given to deal with an appeal in this way means that the third party will have access to all details pertaining to the appeal.
- 1.15 Throughout these regulations, references to working days include those where the University is not closed, such as bank holidays and other holiday closure days as defined in the Academic Calendar. A working day is considered to be from the hours of 9am and 5pm. Reference to Calendar Days for the purpose of these regulations include all days.
- 1.16 The University is committed to its statutory obligations in relation to Freedom of Speech and Freedom of Expression and any grounds for appeal that are evidenced with alleged breach of lawful free speech or expression will be managed in accordance with the University's Freedom of Speech Policy.

SECTION 2 ACADEMIC APPEALS

2.1 Context and Grounds for Academic Appeals

- 2.1.1 An 'academic appeal' is defined as a request for the review of a decision by a Progression and Award Board, which is the academic body charged with decisions on student progression, assessment and/or awards for programmes or a decision by Postgraduate

Student Progress Committee, which is the academic body charged with decisions on student progression, assessment and/or awards for postgraduate research programmes.

- 2.1.2 These Regulations apply specifically to foundation degrees, undergraduate degrees, postgraduate degrees (taught and research), apprenticeships and short courses where they are credit bearing.
- 2.1.3 An Academic appeal may only be submitted in relation to the decision of a Progression and Award Board or Postgraduate Student Progress Committee regarding progression, award or termination of registration (for taught modules/programmes) or regarding upgrade, transition, award or termination of registration (for students working on a postgraduate research Thesis). Appeals regarding provisional results shall not be considered (i.e. marks returned during the course of an academic year).
- 2.1.4 The Regulations apply to collective as well as individual appeals. Details of the procedure to be followed in such cases are detailed in paragraph 2.2.5 below.
- 2.1.5 The University considers the following as the only acceptable reasons for an academic appeal to be considered:
- a. There were Exceptional Circumstances that significantly impacted the student's academic performance and where a student demonstrates that the evidence to support an Exceptional Circumstances claim could not reasonably have been provided at the time of assessment or where the cause of the Exceptional Circumstance could not reasonably have been identified or known at the time of the assessment.
 - b. The University did not follow its regulations, policies or processes resulting in the appellant being unfairly disadvantaged.¹
 - c. The appellant has been unfairly disadvantaged due to substantive evidence of biased or prejudicial examination and moderation processes as applied to their assessment(s).
- 2.1.6 Students may only appeal once against a Progression and Award Board or Panel of Examiners/Assessors decision (as confirmed by the Postgraduate Student Progress Committee). If they believe that they have two or more grounds for appeal, they should include all grounds for their appeal in their submission.
- 2.1.7 Students may **not** appeal against Progression and Award Board decisions from previous academic years. Academic Appeals submitted more than 12 months after the date of a decision will not be considered under any circumstances.
- 2.1.8 Before proceeding with an appeal, the student should seek clarification of the decision concerning their progression/award as communicated in their Progression and Award Board letter from their Faculty (for students on taught programmes), their Programme Leader (for students studying with Collaborative Partners) or their Director of Studies (for postgraduate research students). If they are still dissatisfied with the decision and, after reading these Regulations, they are unclear about how to proceed they may seek advice from the Appeals team (about the process for lodging an appeal) or the Winchester Students' Union (for free, independent advice and support, including preparing an appeal, gathering evidence, and completing the online form). (Please refer to Section 8 for contact details for the Appeals team and the Winchester Students' Union.)
- 2.1.9 The University will endeavour to complete consideration of each academic appeal, and any associated review, within 90 calendar days. This assumes that the appellant meets any deadlines set for the submission of material.

¹ If the student believes an administrative or transcription error was made, e.g. a mark may have been incorrectly recorded or omitted, the student should contact their Faculty Office, Programme Administrator at the Collaborative Partner or the Doctoral School (as appropriate) in the first instance, as it may be possible to resolve the matter more swiftly and without the need for a formal appeal. Only if the Faculty, Collaborative Partner or Doctoral School does not accept that an error has been made, should the student bring the matter forward for appeal.

2.2 Submission of Academic Appeals

- 2.2.1 The student shall:
- a. Complete the [University's Online Academic Appeal Form](#)
 - b. Submit the form within 10 working days of the date of the letter confirming the decision of the Progression and Award Board or Postgraduate Student Progress Committee against which the student wishes to appeal.
- 2.2.2 If the appeal is submitted after the deadline, it will only be considered if the student provides a compelling reason for the lateness, supported by relevant evidence. The decision whether the appeal can be considered will be made by the Academic Registrar (or their nominee).
- 2.2.3 The date of the submission of the appeal (or an appeal review) shall be the date on which the [Online Academic Appeal Form](#) is submitted or, if submitted on a non-working day, the next working day following submission of the [Online Academic Appeal Form](#).
- 2.2.4 The [Online Academic Appeal Form](#) provides students the opportunity to provide all the necessary information required for the appeal. No additional grounds may be cited, nor substantive points made, at any later time in the consideration of the appeal.
- 2.2.5 Students who wish to submit a collective appeal shall contact appeals@winchester.ac.uk to obtain a group appeals application form. The personal details of all the students who wish to bring the appeal forward must be provided and each group will be asked to nominate a lead spokesperson, with whom the University shall liaise in the first instance. When raising group appeals, each member of the group must affirm their membership in writing at the start of the process. All students must also demonstrate that they have been personally affected by the matter which has been raised. All students are required to email appeals@winchester.ac.uk from their Unimail account to provide this information, in addition to the spokesperson providing the group appeals application form. Normally, only one outcome letter will be issued in response to the appeal, subject to data protection legislation constraints; it will be for the spokesperson to communicate the outcome to the rest of the group.
- 2.2.6 All appeal submissions must be accompanied by relevant evidence in order to substantiate the grounds.
- 2.2.7 Students may approach the Winchester Students' Union Advice Centre for assistance with the preparation and submission of an appeal.
- 2.2.8 The time limits set out in these Regulations shall normally be followed but where, for good reason, this is not possible, the appellant shall be advised of any revised schedule.

2.3 Consideration of Academic Appeals

- 2.3.1 Appeals shall normally be considered by the Academic Registrar, or their nominee.
- 2.3.2 On receipt of the appeal, an Investigating Officer shall initially determine whether the appeal meets the following criteria:
- a. the appeal has been submitted within the time limit (paragraph 2.2.1b)
 - b. the appeal has been submitted on the Online Academic Appeal Form
 - c. the Online Academic Appeal Form has been written in English and all accompanying evidence is written in or translated to English. (If this presents any problems, the appellant should contact appeals@winchester.ac.uk before submitting their appeal).
- 2.3.3 If the appeal has not been submitted within the time limit, the student shall be contacted by the Investigating Officer to ask them to provide the reason for the lateness and to provide

any supporting evidence to corroborate the reason. This information will then be forwarded to the Academic Registrar who will decide if the appeal can be considered, in accordance with 2.2.2 above.

- 2.3.4 Appeals that do not conform to one or more of these criteria shall be rejected, without the option of requesting a review. The appellant shall automatically be sent a Completion of Procedures Letter (see section 6).
- 2.3.5 The non-exhaustive list below sets out invalid grounds for an appeal. Invalid grounds for an appeal will lead to an appeal being rejected, without the option of requesting a review:
- a. The student disagrees with the grades they have been given, the examiner and moderation decisions and those confirmed by the Progression and Award Board or Postgraduate Student Progress Committee. For instance, students may not appeal on the grounds that they consider the mark awarded to be too low or that they feel they performed better. Differences in grade attainment across a student's assessment profile is not necessarily evidence of procedural irregularity or bias. Academic judgement includes the assessment mark, or the pass/fail decision awarded by the markers of an assessment;
 - b. Marginal failure to attain progression or a higher class of award (where such classifications are non-discretionary and made according to published arithmetic formulae);
 - c. The retrospective reporting of Exceptional Circumstances which would reasonably be expected to have been made known to the University by the appellant at the time of those circumstances.
 - d. Lack of awareness, knowledge and understanding of the relevant University Regulations and/or Procedures and their associated timescales;
 - e. All appeals received outside the deadline. [Where evidence is not available within the deadline, the student should still submit the appeal form and then provide the supporting evidence within 5 working days.]
 - f. Appealing provisional grades yet to be formally communicated - an academic appeal can only be submitted once the decision is confirmed by a Progression and Award Board or the Postgraduate Student Progress Committee.
- 2.3.6 Once it has been confirmed that the above have been met the Investigating Officer will investigate the appeal.
- 2.3.7 If the Investigating Officer concludes that more evidence is required, they shall ask the appellant to submit additional named evidence within 5 working days.
- 2.3.8 When investigating an appeal, the Investigating Officer may as part of the process, consult and obtain information from colleagues including for example, the Programme Leader, Programme Administrator, Academic Liaison Officer (for Collaborative Partners), Head of Department, Director of Studies and Student Support and Success colleagues, as appropriate. This list is not exhaustive, and further colleagues might be approached if they are relevant to the particular appeal. However, the number and type of colleagues approached will be limited to those who might reasonably be expected to have relevant information. In the course of their investigation, the Investigating Officer may send a copy of the appeal to relevant colleagues, together with details of the specific information required to determine whether the appeal is firmly based and a request that the information is provided within 5 working days.
- 2.3.9 If the appeal relates to failure in a practice component of the programme (e.g. health or initial teacher training programmes), the Investigating Officer shall request relevant information from the placement co-ordinator and/or placement mentor regarding the student's achievements or professional conduct.
- 2.3.10 When the Investigating Officer has obtained a response covering the issues raised in the appeal, the appeal shall be forwarded to the Academic Registrar, who shall decide, after

discussion with colleagues where appropriate, whether there is a case for upholding the appeal.

- 2.3.11 If it is determined that the appeal meets the criteria listed under section 2.1.5(a-c) above, the appeal shall have been deemed to have been **upheld**. Under the authority of the Academic Registrar, a resolution which may or may not accord with the appellant's desired outcome, will be determined. The casework team shall liaise with colleagues in the Faculty and/or the Doctoral School about the practicalities of the proposed resolution, and then the appellant will be notified in writing of the outcome and resolution being offered.

As internal processes shall be at an end, the appellant shall be notified of the option to request a Completion of Procedures letter if they are dissatisfied with the resolution.

- 2.3.12 If it is determined that some (but not all) of the appeal meets the criteria listed under section 2.1.5(a-c) above, the appeal shall have been deemed to have been **partially upheld**. Under the authority of the Academic Registrar, a resolution which may or may not accord with the appellant's desired outcome, will be determined. The casework team shall liaise with colleagues in the Faculty and/or Doctoral School about the practicalities of the proposed resolution, and then the appellant will be notified in writing of the outcome and resolution being offered.

The appellant shall be informed which aspects of the appeal were not upheld, and therefore would be eligible for review, in accordance with section 2.4 below.

- 2.3.13 If it is decided that there is no case for the appeal to be upheld the appellant shall be notified in writing that their appeal has been dismissed.

- 2.3.14 Appellants whose appeals (or aspects of their appeals) have been dismissed shall be informed of the following options:

- a. They may lodge a request to review the appeal rejection, following the process in section 2.4 below.
- b. If the appellant does not consider that they have grounds to proceed further but they wish to bring a complaint to the Office of the Independent Adjudicator (OIA), then they should ask the University for a Completion of Procedures Letter within 20 working days of the date of the letter from the Academic Registrar. For further details, please refer to Section 6 below.

2.4 Review of a Rejected Academic Appeal

- 2.4.1 An appellant has the right to challenge the outcome where an appeal is rejected by the Academic Registrar, with the exception of appeals that are not deemed to meet the initial criteria (see 2.3.2 – 2.3.5).

- 2.4.2 To challenge an appeal rejection, the appellant shall submit an [Online Academic Appeal Review Form](#) within 10 working days of the date of the letter from the Academic Registrar, stating the reasons for challenging the Academic Registrar's decision to reject their appeal

- 2.4.3 Appeal reviews shall be considered initially with reference to the following criteria:

- a. the appeal review is submitted within the time limit
- b. the appeal review is submitted using the [Online Academic Appeal Review Form](#)
- c. the [Online Academic Appeal Review Form](#) must be written in English and all accompanying evidence must be written in or translated to English.

Appeal review requests that do not conform to one or more of these criteria shall be rejected. The appellant shall automatically be sent a Completion of Procedures Letter (see section 6).

- 2.4.4 Once it has been confirmed that the above criteria have been met, the Investigating Officer shall refer the appeal review to an appropriate Director, a Dean, the Head of Doctoral

School, or Pro Vice-Chancellors of Faculties, for consideration.² If the appeal has been determined in the first instance by a nominee of the Academic Registrar, then the Academic Registrar may undertake the appeal review.

- 2.4.5 An appeal review requires the appellant to provide new information, supported by additional evidence, further to that originally submitted. For an appeal review to be successful, this additional information and evidence must either:
- a. enable one or more of the criteria in 2.1.5 (a-c) to now be met;
- or
- b. provide evidence of a procedural irregularity in the handling of the original appeal, of such an extent to enable the appeal to be upheld with reference to the original criteria of 2.1.5(a-c).
- 2.4.6 The appeal reviewer shall also have sight of the original appeal and supporting documentation and shall consult with colleagues as appropriate.
- 2.4.7 If on the basis of the review, the appeal reviewer upholds the appeal, the process described in 2.3.11-2.3.12 shall be followed.
- 2.4.8 If the appeal reviewer concludes that the review should not overturn the original decision, the appellant shall be notified in writing, and a Completion of Procedures letter shall be issued within 20 working days.
- 2.4.9 On the basis of the evidence submitted in the appeal review, the reviewer may uphold the appeal against one or more of the appeals criteria not initially stated in the original online academic appeal form, on condition that the circumstances applied at the time of the original appeal.

2.5 Rejecting an Academic Appeal Resolution

- 2.5.1 In all cases, where the appeal is upheld or partly upheld by the University, the student may reject the resolution and ask for a Completion of Procedures letter to be issued. This marks the internal exhaustion of the appeals process and takes the appeal outside the University.
- 2.5.2 The student shall be informed that this may delay academic progression as a request for a Completion of Procedures Letter is deemed to be a rejection of the appeal resolution and the student shall need to approach the OIA to pursue the matter. If no request for a Completion of Procedures letter is received within 10 working days of the date of the letter from the Academic Registrar, confirming the decision to uphold the appeal fully or in part, the appeal resolution is deemed to have been accepted by the appellant.

SECTION 3 EXCEPTIONAL CIRCUMSTANCES APPEALS

- 3.1 An 'exceptional circumstances appeal' is defined as a request for the reconsideration of an Exceptional Circumstances claim decision.
- 3.2 Students can appeal a rejected Exceptional Circumstances claim on the following grounds:
- a. Procedural Irregularity: The University has failed to follow the requirements of its Exceptional Circumstances Policy in such a way that the legitimacy of the decision reached is called into question;
 - b. Perversity of Judgement: the decision does not, in the student's opinion, appropriately reflect the weight of evidence presented.
- 3.3 Students may not appeal:
- a. On the grounds that they did not understand or were not aware of the Exceptional Circumstances Policy.

² Where an appeal review is referred to a Dean from another Faculty they will be from an unrelated subject area

- b. In relation to the same assessment more than once.
 - c. Where there is no evidence that they accessed University support, either via Student Support & Success and/or their Faculty, e.g. Personal Academic Tutor, Programme Leader, Module Leader or member of the Programme Administration team where it would have been reasonable for them to do so at the time of the assessment opportunity in question.
- 3.4 The Appeal must be submitted, in writing, to the Academic Registrar via the [online form](#) within 10 working days of the date of the email notifying the student of the outcome of their claim.
- 3.5 Appeals shall be considered by the Academic Registrar or nominee in liaison with the Faculty or Doctoral School. Where it is agreed that a student could not reasonably have submitted a claim for Exceptional Circumstances at the time of the impact of the circumstances the Academic Registrar or nominee will consider the appeal as a first claim submission.
- 3.6 If the Academic Registrar does not uphold the appeal, the student shall be informed in writing. They will then be sent a Completion of Procedures Letter within 20 working days.
- 3.7 If the appeal is upheld, then the Academic Registrar or nominee shall confirm what action shall be taken to rectify the matter. As internal processes shall be at an end, the appellant shall be notified of the option to request a Completion of Procedures letter within 10 working days if they are dissatisfied with the resolution.
- 3.8 There is no further appeal within the University. Students may seek an external review by the Office of the Independent adjudicator (OIA). Students must normally complain to the OIA within 12 months of the date of the outcome of the appeal.

SECTION 4 APPEALS AGAINST INTERRUPTION TO STUDIES OR WITHDRAWAL FROM STUDIES

- 4.1 Students have the right to appeal a decision to withdraw or interrupt them from their studies (see section C2 of the Academic Regulations, section 5.7 of the Attendance Policy, section 7.6 of the Visa Sponsorship Policy and section 2.11 of the Support to Study Procedures)
- 4.2 The grounds for appeal are limited to:
- a. The University did not follow its regulations, policies or processes resulting in the decision to interrupt or withdraw the appellant.
 - b. The appellant has provided new evidence that, for valid reasons, was not available at the time the decision to interrupt or withdraw was reached.
- 4.3 Appeals must be made via the [online form](#) within 10 working days of the date of the email notifying them of the decision to withdraw or interrupt them from their studies. Supporting evidence should be emailed to appeals@winchester.ac.uk
- 4.4 Appeals shall be considered by the Academic Registrar or the Director of Student Support and Success. Their decision will be final.
- 4.5 If the Academic Registrar/Director of Student Support and Success does not uphold the appeal, the student shall be informed in writing. They will then be sent a Completion of Procedures Letter within 20 working days.
- 4.6 If the Academic Registrar/Director of Student Support and Success upholds the appeal, but the student remains dissatisfied with the University's response, they can

request a Completion of Procedures letter within 10 working days of receiving the outcome.

SECTION 5 APPEALS AGAINST TERMINATION OF A PROFESSIONAL PLACEMENT

5.1 Students have the right to appeal against a decision to terminate their professional placement.

5.2 The grounds for appeal are limited to:

- a) The University did not follow its regulations, policies or processes when making its decision to terminate the placement.
- b) The appellant has provided evidence that counters the information and/or evidence submitted to the University by the placement provider to justify the decision to terminate the placement.*

** The University will not consider appeals that are based on the opinion of the appellant but unsupported by evidence.*

5.3 Appeals must be made via the [online form](#) within 10 working days of the date of the email notifying them of the decision to terminate their placement. Supporting evidence should be emailed to appeals@winchester.ac.uk

5.4 Appeals shall be considered by the Academic Registrar or the Director of Student Support and Success. Their decision will be final.

5.5 If the Academic Registrar or the Director of Student Support and Success does not uphold the appeal, the student shall be informed in writing. They will then be sent a Completion of Procedures Letter within 20 working days.

5.6 If the Academic Registrar or the Director of Student Support and Success upholds the appeal, but the student remains dissatisfied with the University's response, they can request a Completion of Procedures letter within 10 working days of receiving the outcome.

SECTION 6 COMPLETION OF PROCEDURES

6.1 The University is required to issue a Completion of Procedures letter after any of its internal procedures have been completed. The issue of a Completion of Procedures letter serves four main purposes:

- a. It establishes the date when the University's internal appeals procedures are complete
- b. It clarifies the issues considered by the University under those procedures
- c. It establishes the timescale for a student to take a complaint to the Office of the Independent Adjudicator (OIA)
- d. It advises the student of the possibility of taking a complaint to the OIA.

6.2 The Completion of Procedures letter shall contain:

- a. A summary of the appeal the student has made to the University
- b. The title of the regulations which were applied

- c. A summary of the issues considered at the final stage of the internal complaints procedures
 - d. The final decision taken by the University and the reason for that decision
 - e. Information about the role of the OIA.
- 6.3 A Completion of Procedures letter shall be issued automatically after the completion of the University's internal processes in cases where the appeal has not been upheld.
- 6.4 If a student does not consider that they have grounds to proceed to the appeal review stage of the University (Academic appeals only) and they wish to take the appeal to the OIA, then they should ask the Academic Registrar for a Completion of Procedures letter. The request for a Completion of Procedures Letter must be made within 20 working days of the decision letter.

SECTION 7 ROLE OF THE OFFICE OF THE INDEPENDENT ADJUDICATOR (OIA)

- 7.1 A student who is dissatisfied with the University's internal processes, subsequent to receipt of the Completion of Procedures letter, or its conduct has the right to submit an application to the OIA, an independent review body, that their dissatisfaction be reviewed independently of the University.
- 7.2 This right may only be exercised once the internal processes have been exhausted.
- 7.4 A Scheme Application Form must be completed in order to make a submission to the OIA, and this must be received within 12 months of the date of the 'Completion of Procedures' letter.
- 7.5 The OIA shall not review a complaint where:
- a. it relates to a matter of academic performance
 - b. the matter is or has been the subject of court proceedings
 - c. it concerns a student employment matter
 - d. it relates to an institution which is not a Higher Education Institution
- 7.6 Guidance on submitting a complaint to the OIA can be found on its website at <http://www.oiahe.org.uk/making-a-complaint-to-the-oia.aspx> . The OIA's leaflet *An introduction to the OIA for students* can be downloaded from http://oiahe.org.uk/media/42715/oia_intro_leaflet_16pp.pdf. Students may also wish to seek advice from the Students' Union about making a complaint to the OIA.
- 7.7 Further information on the OIA and its services is available on <http://www.oiahe.org.uk>

SECTION 8 SOURCES OF ADVICE AND GUIDANCE

Contact details for University and Winchester Students' Union involved in these procedures:

Appeals Team

Email: appeals@winchester.ac.uk

Winchester Students' Union Advice Centre

Winchester Students' Union Advice Centre can be accessed by all current University of Winchester students. We aim to support students to make their own informed choices by offering free, impartial advice and information, on a range of matters.

We operate independently from the University of Winchester and specialise in supporting students with academic issues, such as appeals.

Contact: www.winchesterstudents.co.uk/advice

END OF DOCUMENT