



**University of
Nottingham**

UK | CHINA | MALAYSIA

Academic Appeals Procedure: UK (Nottingham)

This Procedure should be read in conjunction with the [Academic Appeals Policy](#) set out in the Quality Manual. The Procedure set out below applies to students based at the UK (Nottingham) campus.

Different Procedures apply at the Malaysia and China campuses. Please follow the appropriate link for further information:

Academic Appeals Procedure: [University of Nottingham Malaysia Campus](#)

Academic Appeals Procedure: [University of Nottingham Ningbo Campus](#)

General principles

We aim to operate an appeals system which:

- is conducted fairly and reasonably
- follows clear straightforward written procedures
- is evidence-based
- comes to a clear conclusion without unnecessary delay
- gives reasons
- provides appropriate redress
- provides an opportunity for review if the above standards have not been met.

Appeals will be treated seriously, and students will not suffer any disadvantage or recrimination as a result of making an appeal in good faith. Appeals made frivolously, vexatiously or with malice will not be investigated.

We also encourage students to seek advice from [Students' Union Advice](#) at any stage in the appeals process, including advice on how to present their case effectively.

Core considerations

Before initiating the Academic Appeals procedure, students must verify that they have both the right to appeal and grounds for appeal, in accordance with the terms of the policy.

Before deciding whether to make an appeal, students should talk the matter through with an appropriate person in their School. It may be that following such discussions concerns about the result/decision might be clearer and more understandable (e.g.

how a mark for an examination/piece of work was arrived at or how the classification has been calculated) and the matter can be resolved informally.

Timescales

Appeals will only be accepted if submitted within 30 working days of the student receiving notification of the decision against which they wish to appeal (or publication of results in the case of classification appeals).

The appeals procedure will usually be completed within 90 days of submission of appeal documentation. Where this aim is not achievable, students will be informed at the earliest possible opportunity and an adjusted deadline will be provided.

Submission of the appeal

Only written cases made using a fully completed Academic Appeal Form will be accepted.

The key issues of the appeal must be explained in a clear, coherent and concise manner. If the submission is unclear the student will be asked to resubmit the form in a manner that enables proper consideration of the appeal to take place. A timescale for resubmission will be set. Students whose submissions exceed the 1200 word limit may be asked to revise and resubmit their appeal.

The appeal must be substantiated by evidence, including evidence of the attempt to resolve issues informally with the School. This may comprise one, or a series of the following types of evidence: a timeline of events, reference to relevant policies and/or regulations, letters, emails, independent medical evidence, witness statements, screenshots. Any evidence or appendices relevant to the appeal must be submitted at the same time as the form and clearly referenced and labelled. All documentation should be in English, and the translation of any documents should be done by an accredited translator.

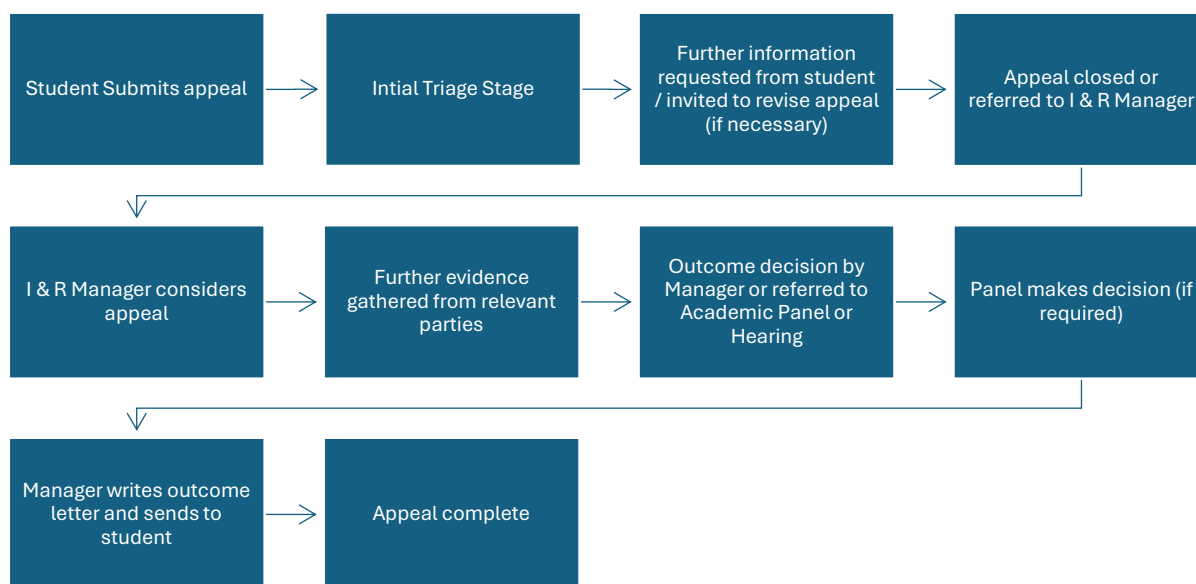
It is the responsibility of the student to make their case. An appeal will not be accepted for consideration if:

- the grounds for appeal are unclear,
- it is unnecessarily long,
- it is submitted without evidence or
- fails to include important dates, times and other details necessary for determining the eligibility of the appeal.

Should you wish to request any adjustments on the basis of a disability which will enable you to access the procedure effectively, please contact the Investigations and Resolution team by emailing academic-appeals@nottingham.ac.uk.

[Submit an Academic Appeal](#)

Appeal process



1. Initial Triage Stage

The appeal case will initially be considered by a designated member of the Investigations and Resolution team who will determine the eligibility of the appeal in accordance with the Academic Appeals policy. The appeal will be immediately closed if the student:

- has not completed the appeal form fully
- has not supplied any or relevant evidence
- does not have the right to appeal
- has requested an outcome that is not available within the academic appeals process or is beyond what the university can reasonably provide/has the power to provide
- has submitted the appeal outside of the prescribed timescale
- has not adequately explained why the circumstances claimed establish grounds for appeal
- has previously submitted an appeal relating to the same grounds.

If the student has not completed the appeal form in full or has not supplied any or relevant evidence, or if the outcome requested by the student is not available within the academic appeals process, a member of the Investigation and Resolution team will invite the student to revise and resubmit their appeal. The deadline for resubmission will be set by the Investigations and Resolution team.

If the circumstances claimed by the student should be addressed under a different policy, the student will be informed and guided to the correct policy and the appeal case will be closed.

2. Consideration by Investigations and Resolution Manager

After initial consideration, the appeal will be considered by an Investigations and Resolution manager, who will assess the concerns raised by the student, and if deemed necessary, request an account of events and evidence from the relevant School / Department, support service or further information from the student.

3. School / Department, Support Services response

If the Investigations and Resolution Manager concludes that grounds may have been established, a triage form with the relevant appeal details and supporting evidence, may be forwarded to the relevant School / Department, Support Services, third parties, by the Investigations and Resolution team to request further evidence and information. A response, on the Response Form, will usually be returned to the Investigations and Resolution team within 10 working days. Schools / Departments, Support Services or other relevant parties, should address in full the points raised in the student's appeal form, referencing relevant policies and procedures, if applicable.

The School response should either:

- (a) Make a revised recommendation (an upheld decision) or
- (b) Confirm the original decision (not upheld decision)

A written explanation and any relevant evidence should be provided with the response.

4. Outcome Decision or Referral to Panel / Hearing

Once all appropriate evidence has been received or the deadline for receiving such information from the student has passed, an Investigations and Resolution Manager will determine whether the grounds to appeal have been met.

Where the grounds for appeal:

- Have been established, the case will be upheld
- Have not been established, the case will not be upheld

Where the Investigations and Resolution Manager considers the case is not suitable for a decision by a single person due to its complexity, there is a disagreement between the School / Department's recommendation and the Manager, or the case would benefit from further consideration by a panel, the case will be referred to the Academic Appeal Panel.

In some circumstances it will be more appropriate to refer the appeal to and Academic Appeal Hearing. Grounds for referral to an Academic Appeal Hearing may include:

- Where there is a compelling argument that the student's case would be adversely affected by not being able to present their argument in person
- If an Academic Appeal Panel is unable to agree on a course of action as a result of a review, for example, where there is significant disparity between the factual cases stated by the student and School.
- Cases in which the student has already attended a panel or committee to address issues of professional competence e.g. Fitness to Practise or Practice Assessment Panel

Once a decision to uphold or not uphold the appeal has been reached (by the Manager or a Panel or a Hearing), the Investigations and Resolution Team will issue an outcome letter, usually via email, to the student advising of the decision, an explanation of why the grounds have / have not been established and the actions to be taken by the University and student (if any) and next steps available.

5. The Academic Appeal Panel

A member of the Investigations and Resolution team will convene the Academic Appeal Panel and be present throughout proceedings to provide guidance with respect to matters of policy and precedent but are not a member of the panel.

The Investigations and Resolution Team will send a copy of the paperwork work be considered by the panel to the student and invite the student to highlight any factual inaccuracies in the information provided, to be brought to the attention of the Panel. New evidence/information will not normally be considered at this stage unless there is compelling evidence as to why it was not previously available or unless it is provided in support of a claim of factual inaccuracy. The Investigations and Resolution Team will ensure any feedback on the paperwork by the student is provided to the Panel for consideration.

The Academic Appeal Panel may:

- (i) Reject the appeal and confirm the original decision.
- (ii) Uphold the appeal and accept the revised recommendation submitted by School / Department
- (iii) Uphold the appeal and refer the case back to the School / Department to reconsider.
- (iv) Uphold the appeal and substitute another decision, rejecting the revised recommendation submitted by School.
- (v) Refer the case to an Academic Appeals Hearing.

The Academic Appeal Panel cannot change marks or degree classifications.

The Academic Appeal Panel may attach conditions to these decisions, such as the requirement for the student to provide medical evidence. Clear instruction will be provided about the consequences of failing to comply with these conditions.

The decision of the Academic Appeals Panel, reasons for the decision and any findings of fact will be conveyed to the student, normally within 5 working days of the meeting (refer to point 4).

6. Academic Appeal Hearing

Please read the [Academic Appeal Hearing procedure](#).

A member of the Investigations and Resolution team will convene the Academic Appeal Hearing and be present throughout proceedings to provide guidance with respect to matters of policy and precedent but are not a member of the panel.

The Investigations and Resolution Team will send the student a written invitation to the Academic Appeals Hearing at least 10 working days in advance of the hearing. The student will be asked to confirm their intention to attend, or not, in writing and whether they will be bringing a supporter (including the name and status of the supporter) at least 5 working days prior to the hearing.

The Investigations and Resolution Team will also notify the student of the names of the members of the Subcommittee and should notify the Investigations and Resolution Team immediately of any conflict of interest. The student should inform the Investigations and Resolution Team, at least 5 working days prior to the hearing, if they do not wish, or wish to insist, that a student delegate be included in the Subcommittee.

The School will be requested to send a representative to attend the Hearing. The School Representative should have detailed knowledge of the case, of the student's academic career and of the arrangements for the student's course.

The Academic Appeals Hearing Sub-Committee, the student and the School Representative will all have access to the same documentary and verbal evidence.

The Sub-Committee will base its decisions on the information and evidence submitted. The Sub-Committee can:

- (i) Reject the appeal and confirm the original decision.
- (ii) Uphold the appeal and accept the revised recommendation submitted by School as part of process.
- (iii) Uphold the appeal and refer the case back to the School to reconsider.
- (iv) Uphold the appeal and substitute another decision, rejecting the revised recommendation submitted by School as part of process, if applicable.

The decision taken at the Academic Appeals Hearing, reasons for the decision and any findings of fact will be conveyed to the student within 5 working days of the meeting (refer to section 4).

7. Further steps

New evidence

Students can normally only submit new evidence for consideration on one occasion (either before the appeal outcome or within the 10 working days following the appeal outcome). Multiple submissions of new evidence will not normally be accepted.

Prior to receipt of an outcome

If the new evidence is accepted for consideration, the Investigations and Resolution team will arrange for the evidence to be provided to those considering the appeal at its current stage. If the new evidence is not accepted, the student will be provided with an explanation of why they have not established that the evidence was not available previously and/or is materially relevant to their case.

Following receipt of an outcome

A student can submit new evidence which was not previously available up to 10 working days after receiving their appeal outcome. If the student requires an extension to this timeframe, they can request this as detailed in section 4.2 of the Academic Appeals Code of Practice. New evidence must be submitted using the new appeal evidence form, which will support the student to explain:

- The relevance of the new evidence to their case
- Why this evidence was not previously available.

If the new evidence is accepted for consideration, the appeal will return to the school/department stage of the academic appeal process for reconsideration.

If the new evidence is not accepted for consideration, the student will be provided with an explanation of why they have not established that the evidence was not available previously and/or is materially relevant to their case. The student has no further route to request consideration of new evidence within this code but can submit an appeal review request.

Appeal Review

If the student is dissatisfied with the formal outcome of an application to appeal, they may be able to request a review, on the following grounds:

- Procedural irregularity in the handling of the formal stage.
- A compelling argument that the decision was not reasonable in the circumstances. Claims of this nature must be supported by evidence and a clear rationale for the unreasonable nature of the decision. Claims that amount simply to an expression of dissatisfaction with the decision will not be considered.

New arguments or criteria not included in the original appeal will not be considered as part of a review request. The review exists to assess the reasonableness of the decision made, based on the case made by the student in their appeal submission.

The request for review should be submitted in writing to the Investigations and Resolution team using the academic appeal review request form. The request should be submitted within 10 working days of the student being notified of the outcome of their original application to appeal. Review requests submitted after this period will only be considered in the most exceptional circumstances and where there is good reason, supported by evidence, for the late submission.

Reviews of decisions made by a Investigations and Resolution Manager will be conducted by a member of the [UNUK Academic Appeals and Misconduct Committee](#). Reviews against the decision of an Academic Appeal Panel or Committee will be conducted by the Director of Registry & Academic Affairs, or nominee.

The review stage will not usually consider the issues afresh or involve further investigation. The reviewer will have access to all documentation considered by the decision-making body and may request further information from relevant parties. The reviewer can:

- (i) Close the review request and require reconsideration by the original decisionmaker if the outcome letter provides insufficient information for the reviewer to reach a conclusion on the case.
- (ii) Close the review request and require consideration of the case by an Academic Appeal Panel if the case was dismissed at the initial assessment stage
- (iii) Uphold the claim and substitute a decision on behalf of the university
- (iv) Reject the claim and issue the student with a Completion of Procedures letter.

After the internal university processes have been exhausted, students have the opportunity to have their case independently reviewed by the OIA.

Completion of Procedures

As required by the OIA, if we are unable to resolve an appeal to the student's satisfaction, and there are no further steps available to the student, we will issue a formal "Completion of Procedures" letter. This provides formal confirmation that the student has exhausted the internal procedure and is required for their case to be considered by the [Office of the Independent Adjudicator \(OIA\)](#).

Office of the Independent Adjudicator

Once the internal academic appeal procedure has been completed, if the student is still not satisfied with the outcome, they may take their case to the Office of the Independent Adjudicator (OIA). The OIA operates externally to the University. It will not normally look at a case unless and until all relevant internal procedures have been exhausted. Further information is available from the [OIA](#) website.