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Subject:	<b>ACT – ACADEMIC APPEALS AND COMPLAINTS PROCEDURE</b>
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## Academic Appeals and Complaints Procedure

A student may appeal against a decision of the Board of Examiners. Students' rights of appeal are limited to two grounds:

- either that the candidate's performance in an assessment was adversely affected by illness or factors which they were unable, or for valid reasons unwilling, to divulge before the Board of Examiners reached its decision.
- or that there has been a material administrative error, an assessment was not conducted in accordance with the current regulations for the program or special arrangements formally agreed, or that some other material irregularity relevant to the assessment has occurred.

Disagreement with the academic judgment of a Board of Examiners in assessing the merits of an individual element of assessment does not constitute grounds for an academic appeal. Responsibility for the submission of documentary evidence in support of the appeal rests with the student.

Appeals must be submitted in writing to the Provost's office no later than 14 days following the publication of Examination Board results. On receipt of the appeal, the Provost informs the department chair/area coordinator and submits to them all relevant evidence and correspondence.

The Provost will undertake an initial assessment of the validity of the appeal and advise the student accordingly. In the light of this advice, the student should decide whether they wish to proceed with the appeal. Alternatively, the student may decide to withdraw his or her appeal and/or lodge a complaint in accordance with the College's complaints procedure.

In the event that the student decides to proceed with the appeal, the AS&PC will be convened no later than three weeks after receiving the student's decision to continue with the appeal. The membership of the AS&PC shall not include any member of faculty or the administration who has been involved in the assessment of the student.

The AS&PC will hear the appeal. The appellant may be called to appear before the AS&PC. During a formal hearing by the AS&PC student can be accompanied by a friend.

The AS&PC must inform the student and the Board of Examiners of its decision within seven days of the hearing. The student has the right to subsequently appeal to the President in writing against the decision of the AS&PC. If the appellant wishes to contest the President's decision they have the right to lodge an appeal with the Open University. The student will obtain contact details for the President and the Open University at the Provost's office. If student remains unsatisfied with the outcome of the appeal or complaint process at the Open University, they can take their appeal or complaint forward to the Office of the Independent Adjudicator (Further details are available at [www.oiahe.org.uk](http://www.oiahe.org.uk)).

The Registrar's Office will keep records of outcomes for all appeals cases. The Academic Council will receive annual summary reports regarding all appeals received by the College



A student may complain against a decision of the Board of Examiners, or any other matter.

Complaints must be submitted in writing to the Provost's office no later than 14 days following the publication of Examination Board results or no later than 14 days following the day of the event/decision the complaint is about. On receipt of the complaint, the Provost informs the department chair/area coordinator and submits to them all relevant evidence and correspondence.

The Provost will undertake an initial assessment of the validity of the complaint and advise the student accordingly. In the light of this advice, the student should decide whether they wish to proceed with the complaint. Alternatively, the student may decide to withdraw his or her complaint and/or lodge a complaint in accordance with the College's complaints procedure.

In the event that the student decides to proceed with the complaint, the AS&PC will be convened no later than three weeks after receiving the student's decision to continue with the complaint. The membership of the AS&PC shall not include any member of faculty or the administration who has been involved in the assessment of the student.

The AS&PC will hear the complaint. The student may be called to appear before the AS&PC. During a formal hearing by the AS&PC student can be accompanied by a friend.

The AS&PC must inform the student and the Board of Examiners of its decision within seven days of the hearing. The student has the right to subsequently complain to the President in writing against the decision of the AS&PC. If the student wishes to contest the President's decision they have the right to lodge a complaint with the Open University. The student will obtain contact details for the President and the Open University at the Provost's office. If student remains unsatisfied with the outcome of the complaint process at the Open University, they can take their complaint forward to the Office of the Independent Adjudicator (Further details are available at [www.oiahe.org.uk](http://www.oiahe.org.uk)).

The Registrar's Office will keep records of outcomes for all complaint cases. The Academic Council will receive annual summary reports regarding all complaints received by the College

