

Prifysgol Wreccsam
Wrexham University

Academic Appeals Procedure

2026/27

Contents

1	Purpose of this Procedure	2
2	Procedural Aims.....	2
3	Advice and Support	3
4	Representation	3
5	Confidentiality	4
6	Grounds to Submit an Academic Appeal	5
7	Students at Partner Organisations	6
8	Academic Appeals Process Flowchart.....	7
9	Pre-formal and Submission guidance	9
9.1	Early Resolution	9
9.2	Timeframes	9
9.3	Appeal Forms and Supporting Evidence.....	9
10	Formal Appeal Process	10
10.1	Eligibility of the Appeal	10
10.2	Consideration of the Appeal	10
10.3	Investigation of an Academic Appeal	11
10.4	Academic Position of the Student.....	12
10.5	Outcome.....	12
11	Formal Review	13
11.1	Ground to Request to Progress to Formal Review	13
11.2	Timeframes	13
11.3	Submission of a Request to Progress to a Formal Review	13
11.4	Outcome of the Formal Review.....	14
11.5	Review Panel.....	14
11.6	Review Panel Outcomes.....	14
11.7	Full Panel Hearing	15
11.8	Attending the Panel Hearing	15
11.9	Procedure at the Panel Hearing	16
11.10	Decision of the Panel.....	16
12	The University's Independent Ombudsman – The Office of the Independent Adjudicator for Higher Education (OIA).....	17
13	Training, Monitoring and Review	17
14	Accessibility.....	17

1 Purpose of this Procedure

1.1 This procedure is designed to enable you to appeal the decision of an Award/Progression Board if you have concerns that your academic progress or status has been detrimentally impacted by the decision/ outcome of that Award/Progression Board (and /or the events / process that led to the decision).

1.2 An academic appeal can only be made once the respective marks and/or award has been confirmed by an Award/Progression Board and the results published and released to you.

1.3 You should always raise your concerns directly with the Course Team to explore possible solutions, before submitting a formal academic appeal, while being mindful of the appeal window of 10 working days from the date of the progression email.

1.4 If you are seeking to submit an academic appeal, you are required to follow the procedure within the stipulated timeframes, as per section 9 of this procedure; or provide evidence regarding any delays in submission.

1.5 It is your responsibility to provide sufficient and appropriate evidence to support the matters raised in an academic appeal. A lack of evidence may mean that the appeal is deemed ineligible to be entered into procedure.

1.6 In the event of a high volume of appeals received under this procedure, the University may need to deviate from the usual procedure to resolve cases in an efficient manner and minimise delays. Any such deviation will be operated in a manner that does not disadvantage you.

1.7 Where any formal meetings are required under this policy and procedure, the complainant and respondent will be offered the opportunity to use the Welsh language at the meeting. Where such an opportunity is accepted, then all subsequent communication will be sent via your chosen language of Welsh.

2 Procedural Aims

2.1 Wrexham University aims to ensure that this appeals procedure is:

- Operated fairly; being student focused and trauma-informed in approach.
- Completed as soon as reasonably possible and within the agreed timeframes.
- Accessible to all students.
- Fair and consistent in accordance with equal opportunities.

2.2 Reasonable adjustments may be made to this procedure in order to meet individual needs. Adjustments to the procedural steps may also be implemented in order to speed up the appeals process, if it is deemed to be in the interests of yourself.

2.3 You will not be disadvantaged by submitting an academic appeal and you are encouraged to submit appeals without fear of recrimination.

2.4 All parties involved in the appeals process are expected to act reasonably and fairly towards each other, and to treat all individuals with respect.

2.5 In some instances, it may be deemed appropriate for matters raised by you under this Academic Appeals Procedure to be considered under an alternative process or procedure, for example the [Student Complaints Procedure](#). Such decisions will be made by the Head of Quality (or nominee). You will be informed accordingly and provided with suitable guidance in relation to the alternative process or procedure that has been invoked.

3 Advice and Support

3.1 Help and advice is available to you via ASK for all student support related enquiries, advice and information. You are able to access support and assistance from a wide range of areas via ASK, and further details can be found via the [website](#). You can complete a referral form to access Student and Campus Life services by heading to <https://wxm.ac.uk/ask>.

3.2 You (including if you are a Partner College student) are encouraged and recommended to seek impartial support and advice from the Students' Union by emailing: suadvice@wrexham.ac.uk or calling: 01978 293371. Details on the Students' Union advice centre can also be found by visiting the Students' Union website: <https://www.wrexhamsu.co.uk/>.

3.3 Help and advice is additionally available to you via your Personal Tutors or Student Success Coordinators (for Wrexham University Online students).

4 Representation

4.1 Academic appeals must normally be made by yourself and not by others acting on your behalf, unless an appropriate explanation is provided, usually on the grounds of your individual needs.

4.2 Group appeals are permitted under this procedure. It is recommended that one student should be identified as spokesperson for the group and each member of the group must agree in writing to the spokesperson acting on your behalf. All parties must be able to demonstrate that you have been personally affected by the matters raised.

4.3 If the University receives a number of academic appeals relating to the same or a similar issue, the University reserves the right to handle the cases together (combining the cases for consideration, as a Group Appeal, but issuing individual outcomes and preserving the confidentiality of each 'group' member) and apply the outcome (where appropriate) to all of the

cases. All students will be informed of the decision to process the cases together; but you may still request that your case be processed and considered individually.

4.4 At any meeting which is part of this procedure, you are entitled to be accompanied by an enrolled student, a Students' Union Advisor or any person who is needed to support you with any individual needs (e.g. carer, signer). Other parties may be considered, and you should request this if the person representing you does not fall into one of the above categories. This person may speak on behalf of you, provided you are also present. Any accompanying parties are required to abide by confidentiality requirements, and they are also requested to act in a respectful and courteous manner throughout the proceedings.

4.5 It is recognised that in limited circumstances (where the outcome may have serious consequences for your academic or professional career) you may wish to request legal accompaniment at an investigatory meeting or panel hearing. In such limited circumstances a written request should be submitted at least 5 working days prior to the meeting/hearing, including the name of the individual being invited and the reason for the request. Requests will be considered on a case-by-case basis by the Director of Strategic Planning and Student Administration (or nominee).

4.6 If the request is permitted, the University reserves the right to have its own legal accompaniment. Each party will bear its own legal costs and will be responsible for ensuring that the meeting arrangements and necessary documentation are provided to those accompanying them. All such legal representatives should bear in mind the civil nature of the proceedings and refrain from overly adversarial conduct.

5 Confidentiality

5.1 All records relating to an academic appeal will be kept in accordance with General Data Protection Regulations (GDPR) which informs the University's [Data Protection policies and Privacy Notices](#). Due regard will be given to the confidentiality of all parties, with information being shared only for the purpose of considering or investigating an appeal. By submitting an appeal, you consent to the disclosure, storage and sharing of information relevant to the appeal, at all stages of this procedure. If you decide to withhold consent, it may impact the University's ability to consider the academic appeal fully. Any information used for monitoring or reporting purposes will be anonymised.

6 Grounds to Submit an Academic Appeal

6.1 You are able to submit an appeal in relation to the decision of an Award/Progression Board on the following grounds:

- There were procedural errors or irregularities during the recording, transcription and/or reporting of results.
- There were defects/ irregularities in the application of the Academic Regulations during the Award/Progression Board which may have negatively impacted on the recorded outcome.
- Bias or perception of bias.
- You had personal mitigating circumstances which may have adversely affected your performance and there is good reason, supported by evidence, why you did not submit an Extenuating Circumstances claim within the timescales set out in the Extenuating Circumstances Procedure, prior to the Award/Progression Board.
- There were defects/ irregularities in the constitution of the viva voce panel or in the conduct of the oral examination (for Research degrees) and there is good reason why these defects/ irregularities were not reported prior to the decision of the relevant board.

6.2 You are unable to submit an appeal in relation to the decision of an Award/Progression Board when (this list is not exhaustive):

- The appeal is based on academic judgement properly exercised i.e. it questions the decision made by academic staff on the quality of the work itself or the criteria being applied to mark the work (rather than the administrative marking process). The decisions made by the examiners about the academic value of a piece of work are academic judgements and cannot be overturned.
- The appeal is based on dissatisfaction with the outcome of an assessment.
- There is a lack of appropriate supporting evidence or account of why there is no supporting evidence (see [Evidential Requirements Guidance](#)).
- The appeal is submitted outside of the stipulated timeframes without adequate reason, or a request for an extension to the deadline, ahead of the deadline.
- It is deemed that the appeal is of a frivolous or vexatious nature.
- The appeal is based on a decision or outcome of another internal procedure which includes an appeal route e.g. Academic Integrity, Fitness to Practise, Disciplinary or Fitness to Study.

7 Students at Partner Organisations

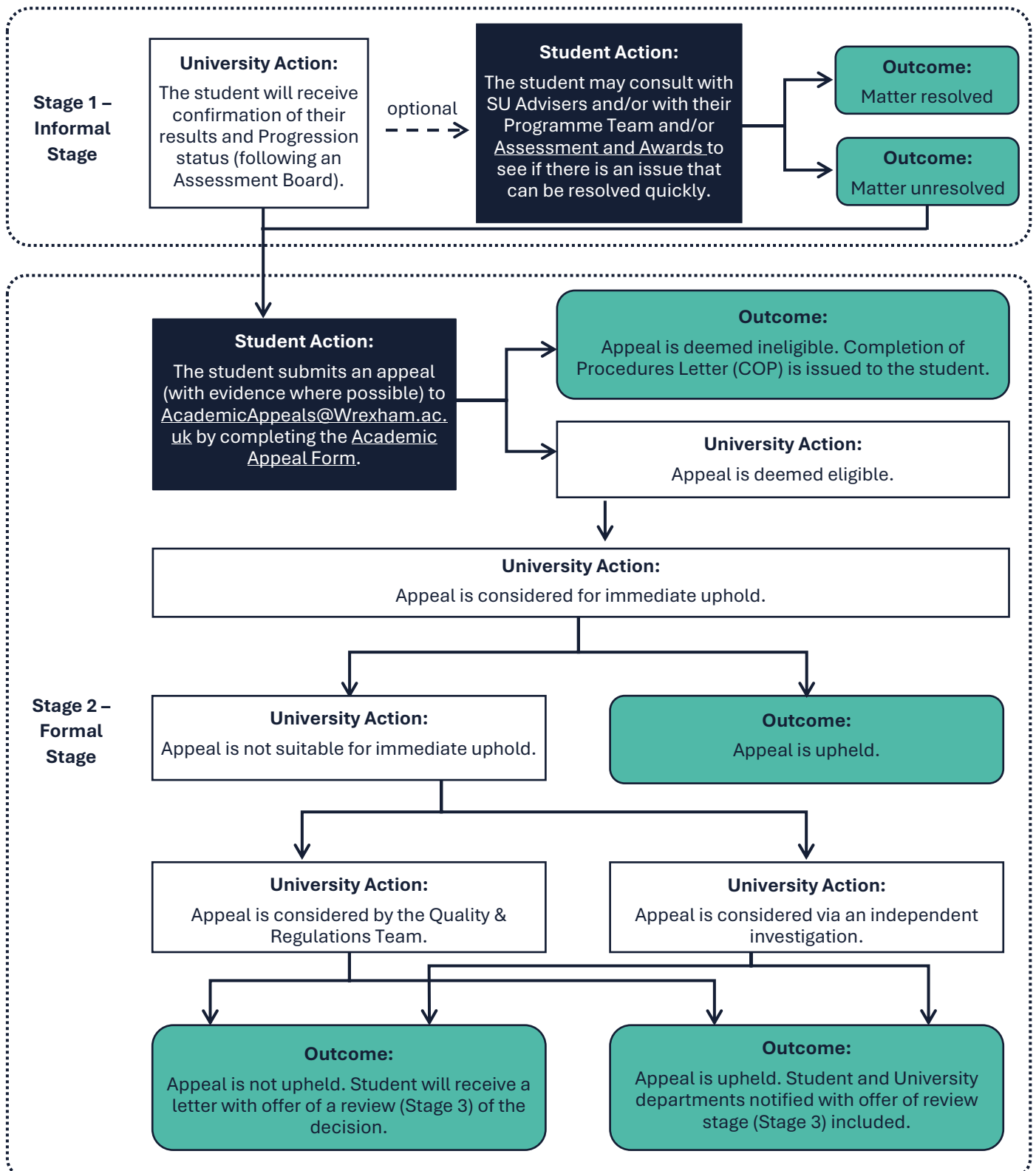
7.1 If you are a student studying for an award of St Mary's University, you will have recourse to the Appeals Procedure of St Mary's University.

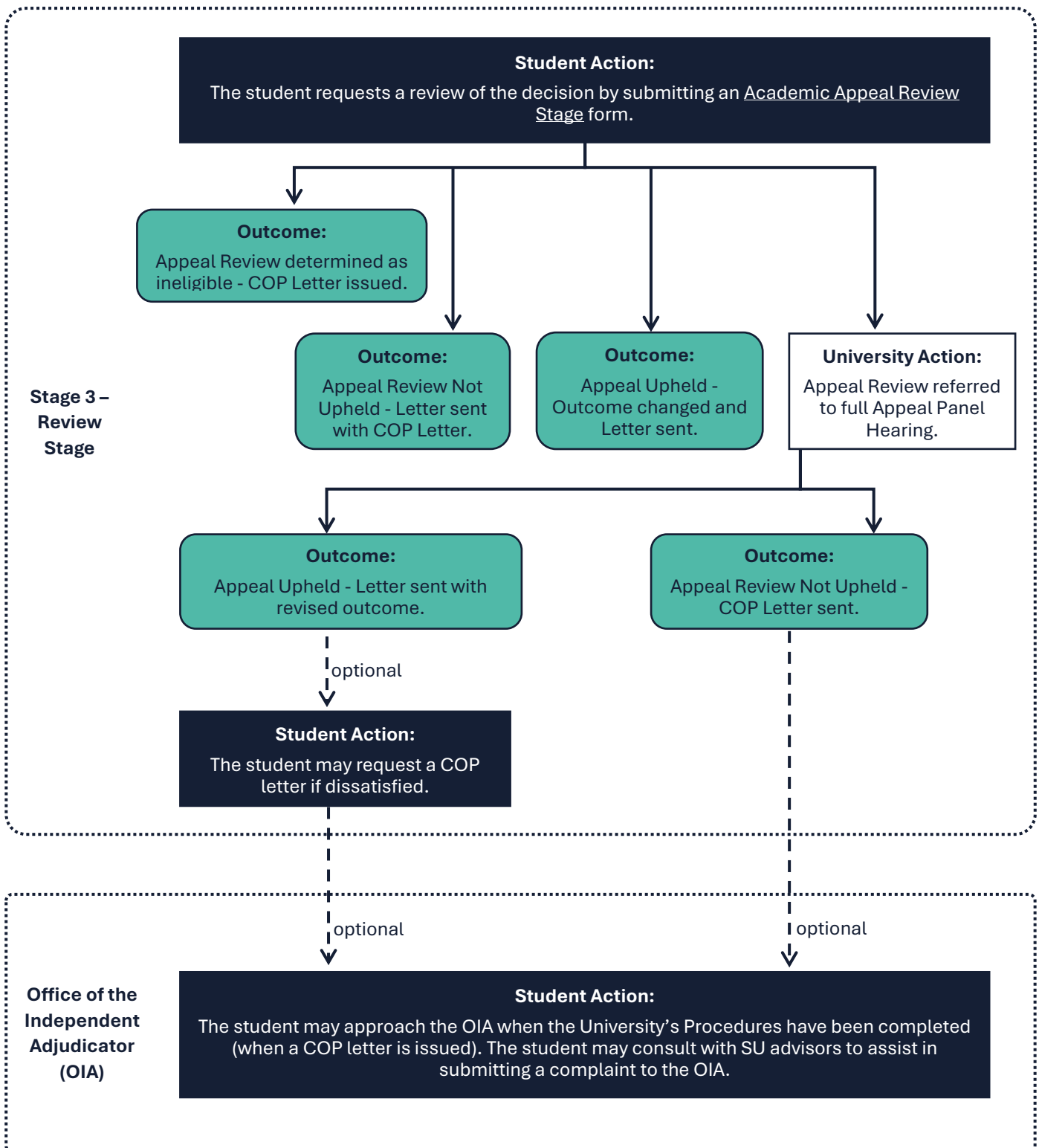
7.2 If you are a Postgraduate research student studying for an award of the University of Chester, you will have recourse to the relevant appeals procedure of the University of Chester:

7.3 If an appeal is accepted for investigation by the University of Chester, the investigation will be conducted jointly by the appropriately appointed nominees of the University of Chester and Wrexham University.

7.4 All other Partner College Students are required to submit your appeals to Wrexham University, as per the procedure set out in section 9 below.

8 Academic Appeals Process Flowchart





9 Pre-formal and Submission guidance

9.1 Early Resolution

- You are encouraged to raise concerns directly with the relevant Programme Leader, or member of your course team, prior to submitting an academic appeal. This is particularly encouraged in cases where you believe that there is clear evidence of an administrative error which could be corrected without the need to submit a formal appeal.
- You are recommended to seek support from the SU Advice Service on SUAdvice@wrexham.ac.uk.

9.2 Timeframes

- An academic appeal can only be submitted after the publication of the marks and/or award, as confirmed by the Award/Progression Board; or if you are studying fully online, after publication of module results on Moodle.
- Academic appeals must be submitted on the appropriate [Appeal Form](#) within 10 working days of the results being published.
- Academic appeals submitted outside of the 10-working day deadline will only be considered where you provide evidence of good reason for the delay. The Director of Strategic Planning and Student Administration (or suitability appointed nominee) will determine whether or not the appeal can be entered into the process.

9.3 Appeal Forms and Supporting Evidence

- Completed Academic Appeal Forms and supporting evidence should be submitted as email attachments to academic.appeals@wrexham.ac.uk. For evidential requirements, please see the University's [Evidential Requirements Guidance](#). Please note, a lack of independent documentary evidence does not mean your Appeal will not be reviewed for eligibility / consideration. You should give a full and detailed account of your circumstances in any case.
- Should an alternative form of submission be required, you are advised to contact academic.appeals@wrexham.ac.uk to discuss requirements and options available.
- If you are unable to provide all of the supporting documentation at the time of the academic appeal submission, you are required to clearly indicate the reason(s) for the delay and the additional documentation must then be provided separately, usually within 10 working days from the date of submission of the appeal form.
- The Academic Appeal submission must clearly state the grounds on which the appeal is being made (see section 6.1) and what outcome is being sought.
- If the supporting evidence is submitted in a language other than Welsh or English, it is your responsibility to arrange translation by a qualified translator and procedural timeframes will be adjusted in accordance with translation timeframes.

10 Formal Appeal Process

10.1 Eligibility of the Appeal

- Following the submission of an academic appeal, you will receive a written notification (via email to your Wrexham and personal email addresses unless otherwise requested) within 10 working days identifying whether:
 - The appeal has been deemed ineligible to be entered into procedure and the reason(s) why.OR
 - The appeal has met the required eligibility criteria and has been accepted into the Formal Stage of this procedure.
- If accepted into the Formal Appeal process, the written response will also outline the next steps (please see sections 10.3-10.5) and the expected timeframes.
- In order to be accepted into the Formal Appeal process, the academic appeal should usually meet all of the relevant criteria:
 - The appeal was submitted within the stipulated timeframes (section 9.2) or includes reason for lateness.
 - It was submitted on the University's Appeal form with appropriate full account and / or supporting evidence (see [Evidential Requirements Guidance](#)).
 - The grounds on which the appeal has been submitted are considered eligible, and the outcome being sought is clearly stated (please see section 6.1).

10.2 Consideration of the Appeal

- Academic appeals accepted into the Formal Appeal process are usually concluded within 20 working days from the date of the written notification (as set out in section 10.3). If, as the case progresses, it is identified that the 20-day timeframe is not possible, you will be advised in writing, of the reason for the delay and the amended timeframe in which the case is expected to be concluded.
- Once accepted into the Formal Appeal process, the following options are available in relation to the academic appeal:
 - If the academic appeal raises any new personal mitigating circumstances that have not previously been raised as an Extenuating Circumstance claim, and there is robust evidence given, the Quality Manager is able to direct an immediate upholding of the appeal, with an appropriate (within the Regulations) outcome.
 - If an academic appeal raises a concern regarding an irregularity that is clearly founded and quickly resolved, the Quality Manager is able to direct an immediate upholding of the appeal, with appropriate outcome (within the Regulations).
 - If the academic appeal raises any new personal mitigating circumstances claims, where the evidence is less clear or requires further examination / review, they will

be brought to the attention of a member of the Extenuating Circumstances Panel and processed accordingly. This means if the ECs application is considered admissible and suitably evidenced, the appeal will be upheld.

- If the academic appeal raises any new personal mitigating circumstances claims, where the evidence is less clear or requires further examination / review, or if the appeal raises a concern regarding an irregularity that requires further investigation, an Investigating Officer will be appointed by the Director of Strategic Planning and Student Administration (or a suitability appointed nominee), to review the matters raised and apply a proportionate and suitable outcome. This Investigating Officer may be a Quality Manager, or a senior member of SPSA, where deemed appropriate. The appointed Investigating Officer will be impartial to both yourself (the appellant) and any associated programme team / Award/Progression Board members.

10.3 Investigation of an Academic Appeal

- The Investigating Officer will undertake an investigation as they deem appropriate to the matter(s) raised within the academic appeal. Such investigations may include, but are not limited to:
 - Review/scrutiny of the relevant Award/Progression Board record.
 - Consultation with the Chair of the Award/Progression Board or viva voce examination.
 - Consultation with the programme team and/ or any other relevant other University staff members.
 - Consultation with you, raising the academic appeal matters, (section 4 sets out your rights to representation during such consultation meetings).
- The Investigating Officer will have the authority to vary the grounds of appeal and investigation methods. If grounds or investigation methods are varied, you will be notified of this either at outcome, or prior, and the reasons for the variation.
- Notes will be taken as a record of any meetings held as part of the investigation and consideration process. Meetings may be in person or via digital means such as video link calls. If you have difficulties in attending in person e.g. because of disability or caring responsibilities, arrangements may be made for you to participate via video conferencing.
- The Investigating Officer has the authority to confer with an appropriate specialist second staff member regarding the investigation method, findings and possible outcomes, where it is proportionate to do so. Any comments / considerations of the second staff member will be recorded and retained as part of the case record.

10.4 Academic Position of the Student

- During the investigation process, unless you have already been withdrawn from your programme of study, you (including if you are studying Online programmes) are permitted to continue on your programme of study until a decision has been reached, so as not to disadvantage you. You may:
 - Attend lectures, tutorials and other timetabled sessions.
 - Participate in assessments and data collection for research projects/ dissertations.
 - Attend placements at the discretion of the Programme Leader.
 - Continue on and complete the next online module if you have already enrolled on that online module (applicable to online CPD / Single Module Study students only).
- Until the appeal case is concluded, you will not be permitted to:
 - Register on the next level of the programme.
 - Receive any results (this excludes any online students already enrolled on the next online module).

10.5 Outcome

- Once an outcome of the academic appeal is determined, you will be notified in writing of the Formal Appeal process outcome and any subsequent action(s) to be taken as part of any remedial steps, if the appeal is upheld. Relevant University officers and Programme Leads will be notified in order to put in place appropriate steps:
 - It is to be noted that an upheld appeal does not mean a desired outcome will be attainable as University Regulations or Professional Body requirements may not permit the outcome requested. However, you will be given the most suitable outcome available to you under the Regulations.
- The outcome will also detail what options are available if you remain dissatisfied including your right to take the academic appeal to Formal Review, the grounds on which this can be done, the relevant timeframes and where and how to access support.
- If one or more of the grounds specified in section 11.1 below are met, you may request to progress to a Formal Review within 10 working days of the date of the Formal Appeal process outcome letter. Dissatisfaction with the outcome or remedy offered at the Formal Appeal process is not sufficient grounds to request a review.
- If the request to progress to Formal Review is deemed ineligible, then the internal procedures will be regarded as completed.
- If, as a result of the investigation, there is evidence that procedural (or other) irregularities may have affected more than just yourself, the evidence will be presented by the Investigating Officer to the Chair of the Award/Progression Board and changes may be

made to the original decision of the Award/Progression Board (in consultation with any relevant external examiners).

11 Formal Review

11.1 Ground to Request to Progress to Formal Review

- You are able to request to progress to a Formal Review on the following grounds:
 - There has been a material irregularity during the Formal Appeal process which has evidently affected the outcome.
 - There is evidence that not all of the relevant facts were considered during the Formal Appeal process.
 - There is new evidence which may affect the Formal Appeal process outcome and there is good and reasonable cause why this information was not provided during the Formal Appeal process.

11.2 Timeframes

- Requests to progress to a Formal Review must be submitted on the appropriate Formal Review Academic Appeal Form within 10 working days of the date on the Formal Appeal process outcome letter.
- Requests to progress to a Formal Review submitted outside of the 10-working day deadline will only be considered by exception, if you provide evidence of good reason for the delay. The Director of Strategic Planning and Student Administration (or a suitability appointed nominee) will determine whether or not the appeal can be progressed outside of the deadline.

11.3 Submission of a Request to Progress to a Formal Review

- Completed Formal Review Academic Appeal Forms should be submitted as an email attachment to academic.appeals@wrexham.ac.uk, along with any supporting evidence (see [Evidential Requirements Guidance](#)).
- Should an alternative form of submission be required, you are advised to contact academic.appeals@wrexham.ac.uk to discuss requirements and options available.
- The request to progress to a Formal Review must clearly state the grounds on which the review is being requested (see section 11.1) and what outcome is being sought.
- The request to progress will be reviewed by the University within 10 working days, in order to assess eligibility for progression. The request should usually meet all of the following criteria:
 - It was submitted within the correct timeframes (section 11.2)
 - It was submitted on the correct form with relevant supporting evidence (see [Evidential Requirements Guidance](#))

- The grounds on which the request to progress is being made are considered eligible and the outcome being sought is clearly stated (please see section 11.1).

11.4 Outcome of the Formal Review

- You will then receive a written notification identifying whether:
 - No grounds for a review have been established and the reason(s) why; including a Completion of Procedures letter.
- OR
- Grounds for review have been established, in which case either, a Review Panel will be convened to consider the matter further OR the Review Panel will identify an alternative outcome for the appeal.

11.5 Review Panel

- If accepted into the Formal Review, the Panel will meet in closed session to conduct a documentary review of the Formal Appeal process considerations, notes and outcome. 'Closed session' means that you and your representative (if you have one) will not be attending the panel. It is important to ensure your case is fully represented in the documents you present in your Request submission.
- A Review Panel will normally be convened within 20 working days of the case being accepted into the Review Stage. This time scale may need to be extended on occasions, and you will be notified of the reason(s) for the delay and kept updated on the progress of the review. If you require an online meeting, as opposed to a face-to-face Panel, you will be accommodated wherever possible.
- The Review Panel membership will consist of the following:
 - Chair: a senior member of academic staff.
 - An elected member of the Students' Union.
 - A senior member of Strategic Planning and Student Administration team.
- All panel members will be impartial to both you and any associated Programme team / Award / Progression Board members and will not have any previous involvement in the case. The Director of Strategic Planning and Student Administration (or a suitability appointed nominee) will nominate a member of Strategic Planning and Student Administration staff to act as Secretary.

11.6 Review Panel Outcomes

- The panel can determine that:
 - The decision made during the Formal Appeal process of the procedure will be upheld and reasons for that decision will be provided; and a Completion of Procedures letter included.
- OR

- The decision made during the Formal Appeal process will not be upheld and the Review Panel will decide upon a new outcome and remedies.

OR

- The evidence is such that the Panel deem a full Appeal Review Hearing is necessary and you and the Investigating Officer will be invited to present your views / evidence.

11.7 Full Panel Hearing

- You will be notified of the date and arrangements for the Review Panel meeting at least five working days before the meeting. The following will also be undertaken:
 - You will be asked whether you will be accompanied at the hearing (please see section 4).
 - You will be asked whether you wish to call any witnesses to the hearing. The Chair will determine whether the witnesses are appropriate and if so, it is then your responsibility to provide contact details to the Panel Secretary in order that the witnesses can be invited.
 - The Chair will determine which members of staff are required to attend the Panel meeting to provide evidence and the staff members will be notified at least five working days prior to the meeting.
- The following documentation will be shared:
 - The original Academic Appeal Form and any accompanying evidence.
 - Your module(s) results sheet(s) and a timeline of the events leading to the appeal.
 - The Formal Review Stage Academic Appeal Form and any accompanying evidence.
 - The Investigating Officer's or EC Appeal Chair's report (where applicable).
 - The Formal Appeal process outcome letter and notes of considerations.
 - Copies of any relevant programme handbooks and procedures.
 - Any other documentation requested by the Chair of the Review Panel.

All documentation seen by the Panel will also be made available to you.

11.8 Attending the Panel Hearing

- Once you have confirmed that you will attend the Panel Hearing, if you fail to attend and no reason/ apology is provided, the hearing will continue in your absence.
- If reasons for non- attendance are provided in sufficient time ahead of the scheduled Panel Hearing, it will be at the Chair's discretion to grant a postponement. You may be required to evidence the reasons for the non-attendance or requested postponement. The Chair may also permit you to attend the Panel Hearing by means of video

conferencing (please see section 10.3) and/or you may be invited to present a written statement for consideration.

- If you have been afforded every opportunity to attend the Panel Hearing but you are unable / unwilling to attend, the hearing may proceed without your attendance.
- You will be given the option to present your case in Welsh or English and prior notice should be given of your preferred language. If you wish to present your case in Welsh, then all subsequent communication to the student will be made through the medium of Welsh.
- Partner College Students who are taught in a language other than English / Welsh, will be offered the opportunity to request a translator to attend the Hearing with you. It is your responsibility to source, appoint and remunerate the translator, in consultation with the Partner College Support staff.

11.9 Procedure at the Panel Hearing

- Normally, you and the Investigating Officer will be present in the meeting at the same time and will remain in the meeting to hear all evidence from all witnesses. However, if the Chair of the Review Panel decides that it would assist with the gathering of evidence or protecting confidentiality, both parties may be asked to leave the hearing while witnesses are questioned. Materially relevant evidence given in testimony (identified by the Chair) will however be shared with the appellant as soon as possible. Any evidence not shared with the appellant, will not be considered by the Panel, unless other Regulations / legislation prevent sharing (for example, GDPR).
- The Investigating Officer will be invited to summarise their investigation, considerations and outcome decision during the Formal Appeal process. You will then have the opportunity to present your reason(s) for progressing to the Review Stage.
- Witnesses may then be called and questioned by the panel. With the permission of the Chair, you and the Investigating Officer may question the witnesses. If required by the witness, your questions will be directed through the Panel Chair.
- When all evidence has been heard, you and the Investigating Officer will withdraw, and the Panel will deliberate in private.

11.10 Decision of the Panel

- You will normally be notified of the decision of the Review Panel within five working days of the meeting. Where the panel is unable to reach a decision or it is not possible to adhere to the deadline (for example, if an adjournment in the proceedings is necessary) all parties will be kept informed of progress and provided with reasons for the extension of the timescale.
- If the Review of the academic appeal is upheld or partially upheld, the remedies decided by the Panel will be communicated to you in the notification of the Formal Review outcome letter.

- If, as a result of the Review Panel Hearing, there is evidence that procedural or other irregularities, may have affected more than just yourself, any remedies implemented may be extended by the Chair to include other affected students.
- If the Review Stage academic appeal was not upheld, this will be communicated to you with the reason why. A Completion of Procedures letter will be issued at this point.
- The decision of the Review Panel Hearing is final and represents the end of the process.

12 The University's Independent Ombudsman – The Office of the Independent Adjudicator for Higher Education (OIA)

12.1 The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. Wrexham University is a member of this scheme. If you are unhappy with the outcome, you may be able to ask the OIA to review your complaint. You can find more information about making a complaint to the OIA, what it can and cannot look at, and what it can do to put things right if something has gone wrong here: <https://www.oiahe.org.uk/students>.

12.2 You normally need to have completed this procedure before you complain to the OIA. The University will send you a letter called a “Completion of Procedures Letter” when you have reached the end of our processes and there are no further steps you can take internally. If your complaint is not upheld, the University will issue you with a Completion of Procedures Letter automatically. If your complaint is upheld or partly upheld you can ask for a Completion of Procedures Letter if you want one. You can find more information about Completion of Procedures Letters and when you should expect to receive one here: <https://www.oiahe.org.uk/providers/completion-of-procedures-letters>.

13 Training, Monitoring and Review

13.1 Training will be provided to all staff involved in the implementation of the procedure. Monitoring of the process will be undertaken through the recording of individual cases and the preparation of an anonymised Annual Report for consideration by the University Academic Board and/or appropriate committee of the Academic Board. This report will analyse case data and include recommendations for enhancement, including identification of further training opportunities.

14 Accessibility

14.1 Wrexham University strives to be a supportive and trauma-informed university in the design and operation of all our processes and procedures. If you need adjustments to access this procedure or have any other comments to make on the accessibility, wording or any part of this procedure, please do email us on academic.appeals@wrexham.ac.uk.