

<b>ACADEMIC APPEALS PROCEDURE</b>			
<b>Department</b>	Strategic Planning and Student Administration		
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I have carried out an equality impact assessment screening to help safeguard against discrimination and promote equality.			✓
I have considered the impact of the Procedure ( <i>delete as appropriate</i> ) on the Welsh language and Welsh language provision within the University.			✓

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## 1 Introduction

- 1.1 This procedure is designed to enable students to appeal the decision of an Award/Progression Board if they have concerns that their academic progress or status has been detrimentally impacted by the decision/ outcome of that Award/Progression Board.
- 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 the student.
- 1.3 A student seeking to submit an academic appeal is required to follow the procedure within the stipulated timeframes, as per section 3 of this procedure.
- 1.4 It is the responsibility of the student to provide sufficient and appropriate evidence to support the matters raised in an academic appeal. A lack of substantial evidence is likely to impact the success of the appeal.
- 1.5 In the event of a significant number of cases received under this procedure, the University may need to deviate from the usual procedure in order to resolve cases in an efficient manner to minimise delays.
- 1.6 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.

### **Grounds to Submit an Academic Appeal**

- 1.7 A student is 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;
  - The student had extenuating circumstances which may have adversely affected their performance and there is good reason why the extenuating circumstances were not submitted in accordance with 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.

1.8 A student is 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 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;
- The appeal is submitted outside of the stipulated timeframes without good reason;
- It is deemed that the appeal is of a frivolous or vexatious nature.

### **Advice and Support**

1.9 Students are encouraged to seek impartial support and advice from the Students' Union by emailing: [suadvice@glyndwr.ac.uk](mailto:suadvice@glyndwr.ac.uk) or calling: 01978 293371. Details on the Student's Union advice centre can also be found by visiting the Students' Union website: [www.wrexhamglyndwrsu.org.uk](http://www.wrexhamglyndwrsu.org.uk).

1.10 Help and advice is available to students via the Access to Student and Campus Life support platform, this is the first point of contact for all student support related enquiries, advice and information. Students are able to access support and assistance from a wide range of areas and further details can be found via the Student Intranet (Myuni portal) here: <https://students.glyndwr.ac.uk/>

### **Procedural Aims**

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

- Operated fairly;
- Completed as soon as reasonably possible and within the agreed timeframes;

- Accessible to all students;
  - Fair and consistent in accordance with equal opportunities;
- 1.12 Reasonable adjustments may be made to this procedure in order to meet individual needs. Adjustments may also be implemented in order to speed up the appeals process, if it is deemed to be in the interests of the student.
- 1.13 Students will not be disadvantaged by submitting an academic appeal and students are encouraged to submit appeals without fear of recrimination.
- 1.14 All parties involved in the appeals process are expected to act reasonably and fairly towards each other, and to treat all individuals and the actual procedure itself with respect.
- 1.15 In some instances, it may be deemed appropriate for matters raised by a student 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 Director of Strategic Planning and Student Administration (or nominee). Students will be informed accordingly and provided with suitable guidance in relation to the alternative process or procedure that has been invoked.

## 2 Scope of the Procedure

2.1 This Academic Appeals Procedure has two stages: a formal stage and a review stage.

2.2 Whenever possible, the time limits stated in this procedure will be followed. There may however be occasions, particularly during University holiday periods or when appeals raise multiple, complex issues, when this may not be possible. If time limits cannot be met, students will be notified of the reason(s) for the delay and kept updated on the progress of the appeal.

2.3 This procedure applies to all Wrexham University students, including those studying for research degrees and those studying wholly online, via distance learning or with partner organisations.

### **Partner Institutions and Organisations**

2.4 Students studying for an award of St Mary's University, will have recourse to the Appeals Procedure of St Mary's University.

2.5 Postgraduate research students studying for an award of the University of Wales will have recourse to this procedure, however the final decision regarding any appeal will be approved by the University of Wales.

2.6 Postgraduate research students studying for an award of the University of Chester will have recourse to the relevant appeals procedure of the University of Chester:

- Students are required to submit their appeals to Wrexham University, as per the procedure set out in section 3 and the submission will then be shared electronically with the University of Chester on behalf of the student;
- 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.

### **Representation**

2.7 Academic appeals must normally be made by students themselves and not by others acting on their behalf, unless written authorisation and a rationale is provided, usually on the grounds of individual student needs.

2.8 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 their behalf. All parties must be able to demonstrate that they have been personally affected by the matters raised.

2.9 At any meeting which is part of this procedure, the student is entitled to be accompanied by an enrolled student, friend, relative, member of staff of the University (or of a Partner college/organisation), a Students' Union Advisor or any person who is needed to support them with any individual needs (e.g. carer, signer). This person may speak on behalf of the student, provided the student is also present and the relevant Investigating Officer / Chair has given consent. 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.

2.10 A student may request to be accompanied to an investigation meeting and/or hearing under this procedure. It is recognised that in limited circumstances the student 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).

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.

- 2.11 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 and apply the outcome (where appropriate) to all of the cases. Students will be informed of the decision to process the cases together; students may still request that their case be processed and considered individually.

### **Confidentiality**

- 2.12 All records relating to an academic appeal will be kept in accordance with General Data Protection Regulations (GDPR). Due regard will be given to the confidentiality of all parties, with information being shared only for the purpose of investigating an appeal. By submitting an appeal, the student consents to the disclosure, storage and sharing of information relevant to the appeal, at all stages of this procedure. If the student decides 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.

## **3 Submission of an Appeal**

### **Early Resolution**

- 3.1 Students are encouraged to raise concerns informally with the relevant programme team prior to submitting an academic appeal. This is particularly encouraged in cases where the student believes that there is clear evidence of an administrative error which could be corrected without the need to submit a formal appeal.

### **Timeframes**

- 3.2 An academic appeal can only be submitted after the publication of the marks and/or award, as confirmed by the Award/Progression Board.
- 3.3 Academic appeals must be submitted on the appropriate Appeal Form within **10 working days** of the results being published.
- 3.4 Academic appeals submitted outside of the 10 working day deadline will only be considered by exception, where the student provides 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 entered into the process.

## Appeal Forms and Supporting Evidence

3.5 Completed Academic Appeal Forms and supporting evidence should be submitted as email attachments to [academic.appeals@glyndwr.ac.uk](mailto:academic.appeals@glyndwr.ac.uk) Email submissions must meet the following requirements:

- Documentary evidence provided in support of an academic appeal (for example letters, medical notes, pictures etc...) should be attached to the email as full colour scanned PDF files;
- Students must be able to produce the original documentary evidence if required to do so by the University; failure to do so will render the academic appeal null and void.

3.6 Should an alternative form of submission be required, students are advised to contact [academic.appeals@glyndwr.ac.uk](mailto:academic.appeals@glyndwr.ac.uk) to discuss requirements and options available.

3.7 If the student is unable to provide all of the supporting documentation at the time of the academic appeal submission, the student is 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.

3.8 The Academic Appeal submission must clearly state the grounds on which the appeal is being made (see sections 1.5 and 1.6) and what outcome is being sought.

3.9 If the supporting evidence is submitted in a language other than Welsh or English, it is the responsibility of the student to arrange translation by a qualified translator and procedural timeframes will be adjusted in accordance with translation timeframes.

## 4 Formal Stage

4.1 Following the submission of an academic appeal, students will receive a written notification within **10 working days** identifying whether:

a) The appeal has been rejected and the reason(s) why;

or

b) The appeal has met the required criteria and has been accepted into the Formal Stage of this procedure.



If accepted into the Formal Stage, the written response will also outline the next steps (please see section 4.4) and the expected timeframes.

4.2 In order to be accepted into the Formal Stage, the academic appeal should usually meet all of the relevant criteria:

- The appeal was submitted within the correct timeframes (sections 3.2, 3.3 and 3.4);
- It was submitted on the correct form with the correct supporting evidence (sections 3.5, 3.6 and 3.7);
- The grounds on which the appeal has been submitted are considered eligible and the outcome being sought is clearly stated (please see sections 1.5, 1.6 and 3.8).

4.3 Academic appeals accepted into the Formal Stage are usually concluded within 20 working days from the date of the written notification (as set out in section 4.2). If, as the case progresses, it is identified that the 20 day timeframe is not possible, the student will be advised in writing, of the reason for the delay and the amended timeframe in which the case is expected to be concluded.

### **Commencement of the Formal Stage**

4.4 Once accepted into the Formal Stage, the following options are available in relation to the academic appeal:

- If the academic appeal raises any new extenuating circumstances claims, they will be brought to the attention of the Extenuating Circumstances Panel and processed accordingly.
- If the claim is not based on Extenuating Circumstances, 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. The appointed Investigating Officer will be impartial to both the student and any associated programme team / Award/Progression Board members.

### **Investigation**

4.5 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:

- Interrogation 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 the student raising the academic appeal matters, sections 2.9 and 2.10 set out the student's rights to representation during such consultation meetings;

The Investigating Officer will have the authority to vary the grounds of appeal and investigation methods.

4.6 Notes will be taken as a record of any meetings held as part of the investigation process. Meetings may be in person or via digital means such as video link calls. If the student has difficulties in attending in person e.g. because of disability or caring responsibilities, arrangements may be made for the student to participate via video conferencing.

4.7 The Investigating Officer has the authority to confer with an appropriate 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.

### **Academic Position of the Student**

4.8 During the investigation process, students are permitted to continue on their programme of study until a decision has been reached, so as not to disadvantage the student. Students 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 the student has already enrolled on that online module (**applicable to online students only**).

Until the appeal case is concluded, students 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).

## Outcome

- 4.9 Following the conclusion of an investigation, the student will be notified in writing of the Formal Stage outcome and any subsequent action(s) to be taken as part of any remedial steps, if the appeal is upheld.
- 4.10 If the case was addressed by means of review by the Extenuating Circumstances Panel (please see section 4.4 bullet points one and two), the student will still be notified in writing of the Formal Stage outcome.
- 4.11 The outcome will also detail what options are available if the student remains dissatisfied including the student's right to take the academic appeal to the Review Stage, the grounds on which this can be done, the relevant timeframes and where and how to access support.
- 4.12 If one or more of the grounds specified in section 5.1 below are met, the student may request to progress to the Review Stage within **10 working days** of the date of the Formal Stage outcome letter. Dissatisfaction with the outcome or remedy offered at the Formal Stage is not sufficient grounds to request a review.
- 4.13 If the student does not have sufficient grounds and/ or decides not to request to progress to the Review Stage, then the internal procedures will be deemed to be completed.
- 4.14 If, as a result of the investigation, there is evidence that procedural (or other) irregularities may have affected more than just the student in question, 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).

## 5 Review Stage

### Grounds to Request to Progress to the Review Stage

5.1 A student is able to request to progress to the Review Stage on the following grounds:

- There has been a material irregularity at the Formal Stage of the procedure which has evidently affected the outcome;
- There is evidence that not all of the relevant facts were considered during the Formal Stage;

- There is new evidence which may affect the Formal Stage outcome and there is good and reasonable cause why this information was not provided at the time of the Formal Stage of the procedure.

## Timeframes

5.2 Requests to progress to the Review Stage must be submitted on the appropriate Review Stage Academic Appeal Form within **10 working days** of the date on the Formal Stage outcome letter.

5.3 Requests to progress to the Review Stage submitted outside of the 10 working day deadline will only be considered by exception, if the student provides 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.

## Submission of a Request to Progress to the Review Stage

5.4 Completed Review Stage Academic Appeal Forms should be submitted as an email attachment to [academic.appeals@glyndwr.ac.uk](mailto:academic.appeals@glyndwr.ac.uk), along with any supporting evidence. Email submissions must meet the following requirements:

- Documentary evidence provided in support of a request to progress to the Review Stage should be attached to the email as full colour scanned PDF files;
- Students must be able to produce the original documentary evidence if required to do so by the University; failure to do so will render the request to review null and void.
- Should an alternative form of submission be required, students are advised to contact [academic.appeals@glyndwr.ac.uk](mailto:academic.appeals@glyndwr.ac.uk) to discuss requirements and options available.

5.5 The request to progress to the Review Stage must clearly state the grounds on which the review is being requested (see section 5.1) and what outcome is being sought.

5.6 The request to progress will be reviewed by the University within **7 working days**, in order to assess eligibility for progression. The request should usually meet all of the relevant criteria:

- It was submitted within the correct timeframes (section 5.2);
- It was submitted on the correct form with relevant supporting evidence (section 5.4);

- The grounds on which the request to progress is being made are considered eligible and the outcome being sought is clearly stated (please see sections 5.1 and 5.5).

5.7 Students will then receive a written notification identifying whether:

No grounds for a review have been established and the reason(s) why.,  
or

- a) Grounds for review have been established, in which case a Review Panel will be convened to consider the matter further.

If accepted into the Review Stage, the Investigating Officer will be notified (as applicable) that they will be required to present their Formal Stage findings and outcome to the Review Panel Hearing via the means of a written report.

### **Review Panel**

5.8 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 students will be notified of the reason(s) for the delay and kept updated on the progress of the review.

5.9 The Review Panel membership will consist of the following:

- Chair: a senior member of academic staff approved by Academic Board to act as a Chair on panels;
- A senior member of academic or operational staff with appropriate experience;
- A member of the Students' Union;
- A senior member of Strategic Planning and Student Administration team.

5.10 All panel members will be impartial to both the student 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.

5.11 The panel can determine that:

a) The decision made at the Formal Stage of the procedure will be upheld and reasons for that decision will be provided;

or

b) The decision made at the Formal Stage will not be upheld and the Review Panel will decide upon a new outcome and remedies.

### Documentation

5.12 The student 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:

- The student will be asked whether they will be accompanied at the hearing (please see sections 2.9 and 2.10);
- The student will be asked whether they wish to call any witnesses to the hearing. The Chair will determine whether the witnesses are appropriate and if so, it is then the responsibility of the student to provide detail of the Panel Hearing (including time and date) to the witnesses;
- 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.

5.13 The following documentation will be shared:

- The original Academic Appeal Form and any accompanying evidence;
- The module results sheet for the student and a timeline of the events leading to the appeal;
- The Review Stage Academic Appeal Form and any accompanying evidence;
- The Investigating Officer's report (where applicable);
- The Formal Stage outcome letter;
- 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 the student.

### Attending the Panel Hearing

- 5.14 Once the student has confirmed that they will attend the Panel Hearing, if they fail to attend and no reason/ apology is provided, the hearing will continue in the student's absence.
- 5.15 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. The student may be required to evidence the reasons for the postponement. The Chair may also permit the student to attend the Panel Hearing by means of video conferencing (please see section 4.2) and/or the student may be invited to present a written statement for consideration.
- 5.16 If the student has been afforded every opportunity to attend the Panel Hearing but they are unable / unwilling to attend, the hearing may proceed without their attendance.
- 5.17 The student will be given the option to present their case in Welsh or English and prior notice should be given of their preferred language.

### Procedure at the Panel Hearing

- 5.18 Normally, the Investigating Officer and the student will be present in the meeting at the same time and they will remain in the meeting to hear all evidence from all witnesses. However, if the Chair of the Review Pane 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.
- 5.19 The Investigating Officer will be invited to summarise their investigation and outcome decision at the Formal Stage. The student will then have the opportunity to present their reason(s) for progressing to the Review Stage.
- 5.20 Witnesses may then be called and questioned by the panel. With the permission of the Chair, the student and the Investigating Officer may question the witnesses.
- 5.21 When all evidence has been heard, the student and Investigating Officer will withdraw and the Panel will deliberate in private.

### Decision of the Panel

- 5.22 The student will normally be notified of the decision of the Review Panel within **seven 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.

- 5.23 If the Review Stage academic appeal is upheld or partially upheld, the remedies decided by the panel will be communicated to the student in the notification of the Review Stage outcome letter.
- 5.24 If, as a result of the Review Panel Hearing, there is evidence that procedural or other irregularities, may have affected more than just the student in question, any remedies implemented may be extended by the Chair to include other affected students.
- 5.25 If the Review Stage academic appeal was not upheld, this will be communicated to the student with the reason why.
- 5.26 The decision of the Review Stage Panel Hearing is final and represents the end of the process.

## 6 Office of the Independent Adjudicator for Higher Education (OIA)

- 6.1 The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. Wrexham Glyndŵr 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>.
- 6.2 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>

## 7 Training, Monitoring and Review



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 or appropriate committee of the Academic Board. This report will analyse case data and include recommendations for enhancement, including identification of further training opportunities.

### ACADEMIC APPEALS PROCEDURE FLOW DIAGRAM

Once the results have been published, informally raise concerns with the programme team in the first instance particularly where it is believed that there is clear evidence of an administrative error which could be corrected without the need to submit a formal appeal.	Contact <a href="mailto:studentadministration@glyndwr.ac.uk">studentadministration@glyndwr.ac.uk</a> to seek assistance to correct error	Early resolution - complete. No further action required.
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**No:** follow the 'submission' steps below  **Do you consider the matter to be resolved?**  **Yes:** no further action required

<b>Submission</b>	Academic Appeal Forms and supporting evidence should be submitted as email attachments to <a href="mailto:studentadministration@glyndwr.ac.uk">studentadministration@glyndwr.ac.uk</a> within 10 working days of the results being published		
	Following the submission of an academic appeal, you will receive a written notification within <b>10 working days</b> identifying whether:	<p><b>a)</b> The appeal has been accepted into the Formal Stage of the process*</p> <p><i>* Academic appeals accepted into the Formal Stage are usually concluded within 20 working days from the date of the written notification. If it is identified that the 20 day timeframe is not possible, the student will be advised in writing, of the reason for the delay and the amended timeframe for conclusion. If options one or two below are not applicable then option three will be followed.</i></p>	<b>OR</b>

#### If accepted into the Formal Stage, the following two options are available:

<b>Formal Stage</b>	<p><b>1.</b> For cases that raise new Extenuating Circumstances (EC) claims, the claim will be considered by Extenuating Circumstances Panel. Note that if the appeal is upheld or partially upheld, you may request a COP letter. If the appeal is <u>not</u> upheld, a COP will automatically be issued</p>	<p><b>2.</b> If options 1 or 2 are not applicable, an impartial Investigating Officer will be appointed to review the matters raised and apply a proportionate and suitable outcome.</p>
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Continued overleaf:



**If an Investigating Officer is appointed:**



<b>Investigation</b>	<p>The Investigating Officer will undertake an investigation as they deem appropriate to the matter(s) raised within the academic appeal.</p> <p><b>Following conclusion of the Investigation:</b></p> <ul style="list-style-type: none"> <li>• If the appeal is upheld/ partially upheld, you will be notified in writing of the outcome and any subsequent action(s) to be taken.</li> <li>• If the academic appeal is upheld/ partially upheld, you can request a COP letter within six weeks of the date of the notification of the formal stage outcome.</li> <li>• If the academic appeal is <u>not</u> upheld, you will be notified in writing and a COP letter will automatically be issued.</li> </ul>
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**No:** follow the 'review' steps below       **Do you consider the matter to be resolved?**  **Yes:** no further action required

<b>Review</b>	<p><b>If you consider the matter to remain unresolved following the Formal Stage outcome:</b></p> <ul style="list-style-type: none"> <li>• You may request to progress to the Review Stage subject to the grounds specified within section 5.1 of the procedure.</li> <li>• Dissatisfaction with the outcome or remedy offered at the Formal Stage is <u>not</u> sufficient grounds to request a review. <ul style="list-style-type: none"> <li>• The review request must be submitted with <b>10 working days</b> of the date on the Formal Stage outcome letter.</li> </ul> </li> <li>• Forms and supporting evidence should be submitted as email attachments to <a href="mailto:studentadministration@glyndwr.ac.uk">studentadministration@glyndwr.ac.uk</a>.</li> </ul>		
	Following the submission, you will receive a written notification within <b>seven working days</b> identifying whether:	<b>a)</b> Grounds for review have been identified and a Review Panel Meeting will be convened	<b>b)</b> No grounds for review have been identified and a COP letter will be issued
		<b>OR</b>	

**If matters are progressed to a Review Panel:**

<b>Investigation</b>	<p><b><u>Review Panel Meeting - The decision of the Review Stage Panel Hearing is final and represents the end of the University's internal processes.</u></b></p> <p>A Review Panel will normally be convened (with impartial panel members) within 20 working days of the case being accepted into the Review Stage</p> <p>All previous documentation will be shared with all parties and you will be invited to attend the meeting at least <b>five working days</b> before (with the option of being accompanied and/or calling witnesses with prior notice to the Panel).</p>
	<p>The Panel may determine that:</p> <p><b>a)</b> The decision made at the Formal Stage of the procedure will be upheld and reasons for that decision will be provided</p> <p style="text-align: center;"><b>OR</b></p> <p><b>b)</b> The decision made at the Formal Stage will not be upheld and the Review Panel will decide upon a new outcome and remedies</p> <p>You will normally be notified of the decision of the Review Panel within <b>seven working days</b> of the meeting. Where the panel is unable to reach a decision or it is not possible to adhere to the deadline, all parties will be kept informed of progress and provided with reasons for the extension of the timescale.</p>

**No:** follow the 'OIA' steps below       **Do you consider the matter to be resolved?**  **Yes:** no further action required

Within 12 months of the date on the Completion of Procedures Letter, you may [submit a request](#) for the Office of the Independent Adjudicator (OIA) to review the University's handling of your appeal.

