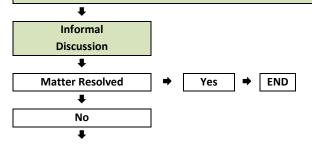
University of Aberdeen: Student Appeals Procedure

FIRST STEPS

Informal Early Resolution: If you have an issue of academic appeal you should, in the first instance, make every effort to resolve the matter through informal discussion with the appropriate person (e.g. course coordinator).



<u>Timescale</u>: before submitting a formal appeal you are expected to make informal efforts to resolve the matter. Your concerns should be raised with the appropriate person in the School or Service within 10 working days of the matter arising. You will receive a response to your informal approach within 5 working days.

INITIAL STAGE

HEAD OF SCHOOL OR SERVICE **Frontline Review:** if you have been unable to resolve a matter informally and wish to take it further, you should download and complete a <u>Form for Appeals and Complaints</u>. The Form should be submitted, along with all relevant evidence, to Registry via <u>academicservices@abdn.ac.uk</u>. A Case Officer will be appointed and receipt of the Form will be acknowledged. The matter will then be passed to the appropriate Head of School or Service.

Meeting with Head of School or Service

Matter Resolved

No

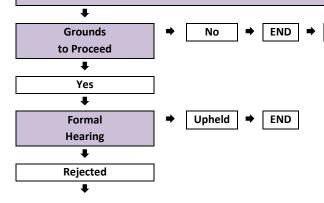
No

<u>Timescale</u>: a formal appeal should be made within 5 working days of being unable to resolve the matter informally. A meeting will be arranged with the Head of School or Service (or nominee) within 10 working days. The outcome of this meeting will be provided in writing within 3 working days.

FURTHER STAGE -FORMAL

HEARING

Independent Investigation: if you feel that the matter has still not been satisfactorily dealt with you may request a further investigation. This is the last opportunity to submit supporting evidence. Your Form should be amended as necessary and resubmitted to academicservices@abdn.ac.uk. A 'Grounds to Proceed' panel will consider the matter and, if allowed to proceed, an Appeal Panel will be convened to hear the matter.



see External Review (below)

Timescale: you will have 5 more working days from the outcome of the previous stage to decide whether you wish to take the matter further. Having resubmitted your Form for Appeals or Complaints a decision on Grounds to Proceed will be made within 5 working days. If permitted to proceed a hearing will be held within 20 working days. The outcome and any proposed remedy of that hearing will be given verbally on the day and in writing within 3 days.

EXTERNAL REVIEW

Procedural Review: if, at the end of the process, you believe that the University has not adhered to its procedures in hearing your appeal, you may seek an independent review of your case by the Scottish Public Services Ombudsman (SPSO) [see www.spso.org.uk].