

Regulations Governing Academic Appeals by Students

Introduction

These Regulations are divided into two sections. Section A gives details of the policy, whilst Section B outlines the procedure to be followed when raising an appeal. A simple summary of the procedure can be found in Appendix D. The University provides further information and guidance for staff and students, which can be found at <http://www.southampton.ac.uk/studentadmin/appeals/>.

Students can obtain free, independent and confidential advice and support throughout the appeals process from the Students' Union Advice Centre and are encouraged to do so wherever possible.

For students based overseas, local variations may need to be applied.

Section A: The Policy

1. Who can appeal using these regulations?

The following people can appeal using these regulations:

- 1.1 Individual students currently enrolled at or being assessed by the University of Southampton.
- 1.2 Individual students who have left the University of Southampton (including recent graduates) provided that there is adherence to the timescales and relevant provisions as set out in Section B below.
- 1.3 Groups of students who are made up of individuals as described in points 1.1 and 1.2 above. In these circumstances normally one student should be prepared to be the spokesperson and correspondent for the purposes of the formal procedure. Each member of the group must be able to demonstrate that s/he has been personally affected by the matter which has been raised. In addition, all students must agree in writing to the spokesperson acting on their behalf. Group members must re-affirm their membership in writing if required at the point of escalation to Stage 2 of any academic appeal. The group must decide collectively to escalate any academic appeal to Stage 3 or to request a Completion of Procedures letter at the end of Stage 2. Any Completion of Procedures Letter will be addressed to the spokesperson. All students that are members of the group at the point of the final decision will be named in the Completion of Procedures letter and a copy will be sent to all students that are members of the group at that point.
- 1.4 Students studying at another institution for an award accredited by, validated by or made by the University of Southampton. Such appeals should be referred to the Head of Academic Appeals and Student Complaints.

2. Who cannot appeal using these Regulations?

The following people cannot appeal using these Regulations:

- 2.1 Those applying to study at the University of Southampton (see [Regulations Governing Complaints from Applicants](#)).
- 2.2 Third parties wishing to raise an appeal on behalf of a student. This includes parents, guardians, relatives or the spouse or partner of a student, except where such representation has been agreed by the University or is in place as a reasonable adjustment.
- 2.3 Students at other Accredited Institutions/Universities (except where covered by 1.4 above);

3. What types of decisions may a student appeal against under these Regulations?

- 3.1 Provided a student **has grounds** (see paragraph 4 below) they may appeal against any academic decision made by the University with the exception of the exclusions outlined in paragraph 5 below.

4. What grounds does a student need to make an appeal?

Students may only appeal against a decision if they can show on a balance of probabilities:

- 4.1 That they possess **new substantive information supported by evidence** which was not known by the student and/or the evidence could not reasonably have been obtained by the student in time to present to the board or panel of the University which made the original decision against which the student is appealing; *and/or*
- 4.2 That there has been **significant failure of due process** in the making of the original decision (including but not limited to irregularity in the procedures of the University or significant computational or administrative errors of fact in results published), which the student believes affected the University's original decision; *and/or*
- 4.3 That their performance had been **adversely affected** by illness or by other factors (e.g: family crisis) which, in exceptional circumstances, they were **unable or for valid reason unwilling to disclose to the University before it made its original decision** (also see [Regulations Governing Special Considerations \(including Deadline Extension Requests\) for all Taught Programmes and Taught Assessed Components of Research Degrees](#)).

5. What can't a student appeal against under these Regulations?

- 5.1 A student cannot appeal against a decision which has been made by the University:
- 5.1.1 in the proper exercise of academic judgement. As an example, a student cannot appeal simply because he/she disagrees with a decision the University has made or feels that a higher mark should have been given.
 - 5.1.2 under the Regulations Governing Student Complaints
 - 5.1.3 under the Regulations Governing Student Discipline
 - 5.1.4 under the Dignity at Work and Study Policy
 - 5.1.5 under the Procedures for Investigating Cases of Alleged Misconduct in Research
 - 5.1.6 under the Fitness to Study Policy
- 5.2 A student cannot appeal to the University against a decision which has been made by the Student's Union (see [Students' Union Complaints Procedure](#)).
- 5.3 Students cannot appeal against poor teaching or supervision (See [Regulations Governing Student Complaints](#)).
- 5.4 These Regulations do not cover appeals made persistently and unreasonably by a student based on substantially similar facts so as to constitute repeated demands or representations made on matters which have already been considered or are being considered under these Regulations, or any earlier version of regulations governing appeals by students or any other regulations. The University may also invoke the [Regulations Governing Student Discipline](#).
- 5.5 These Regulations do not cover appeals about matters which have already or are currently being considered by the Office of the Independent Adjudicator for Higher Education ("OIA"), a court or tribunal

- 5.6 For taught programmes, modules or elements of assessment, students cannot submit an appeal related to a mark or marks until a Board of Examiners has taken the decision to ratify the marks.

6. Late Appeals

- 6.1 Academic Appeals received outside of the timescales set down in these Regulations will not be accepted unless the student can demonstrate exceptional circumstances. Students should submit an explanation and any evidence of the delay with the appeal form. This should be relevant to the period from when the appeal deadline closed until the submission of the appeal.
- 6.2 The decision as to whether or not exceptional circumstances exist for a late submission of a Notice to Appeal (Stage 1) will be made by the member of staff appointed under Section B, Regulation 1.3; and by the Partial Academic Appeals Panel at Stage 2 and by the Partial Senate Appeals Panel at Stage 3.
- 6.3 Where no exceptional circumstances are accepted, the appeal will have exhausted the internal procedures and a Completion of Procedures letter will be issued in line with Section B Regulation 6. The student will be informed of this outcome normally within **5 working days** of the receipt of the appeal.

7. Support

- 7.1 During all stages of the procedure, students may be accompanied to appeals meetings by a member of the University - usually either a member of staff or a fellow student, or by an advisor from the [Students' Union Advice Centre](#). Only in exceptional circumstances and by prior agreement may a student be accompanied by someone who is neither a member of the University nor a Students' Union advisor.
- 7.2 The role of the individual accompanying the student is not to offer formal representation, but to offer support and advice to the student.

8. Confidentiality

- 8.1 The University will process all personal information in accordance with its [Data Protection Policy](#).
- 8.2 Any appeal raised by a student will be treated with the highest level of confidentiality that can be maintained, but the University will disclose information: to inform staff of any allegations made and give them an opportunity to respond as required by natural justice; to allow an investigation to be carried out properly; for the discharge of its duties; or as required by law.
- 8.3 There may be cases where it is appropriate to preserve confidentiality in relation to the identity of witnesses where there is reasonably perceived to be a need to protect any student or staff from the risk of intimidation or retribution.
- 8.4 The University may also adapt these Regulations where it is considered undesirable for any one person to give evidence in the presence of another.
- 8.5 Where a person against whom allegations have been made is not aware of the identity of all those who have given evidence, due weight to this factor must be given and the individual's responses to the allegations must be seen in this context. Natural justice must be observed, meaning that such an individual has the right to fully understand the case made against him/her.
- 8.6 The outcomes and recommendations from appeals may be shared across the University in the spirit of institutional learning, however any personal information will be removed and handled in accordance with the [University's Data Protection Policy](#).

- 8.7 Audio and/or visual recording of meetings is not normally permitted. If, due to exceptional circumstances it is agreed in advance that a student is permitted to record a meeting, the recording is confidential and must not be copied, shared with any third party, published or disseminated in any way. A true and complete copy of the recording of the meeting must be provided to the other party as soon as possible after the recording was made.

9. Resolving Appeals

- 9.1 If a student's appeal overlaps with other University regulations or policies, advice should be sought from the Head of Academic Appeals and Student Complaints (see Appendix E for contact details) about how to progress the appeal under these Regulations, if at all.

10. Monitoring Appeals

- 10.1 Academic appeals from students will be monitored, on an annual basis, by the University. The outcome of such monitoring may also inform other processes or activities and enhance the quality of the student learning experience.

Section B: The Procedure

A summary of this procedure can be found in Appendix D. Reasonable adjustments to this procedure can be made, when appropriate, for students with additional needs or to allow for other factors that would otherwise place a student at a disadvantage. If the University and student agree, any meetings may be held by video conferencing, Skype, telephone conferencing or other appropriate means.

This procedure outlines the usual timescales for submission of and responses to appeals at the various stages of the process. Where the University is unable to adhere to stated timescales for any reason, the University will make all reasonable efforts to keep the student informed. Please note that where 'working days' are referred to this excludes weekends, bank holidays and University closure days.

1. Notice to Appeal (Stage 1)

- 1.1 A student must give the University notice of their intention to make an appeal as soon as possible but within **10 working days** or, in the case of pre-sessional results and supplementary examinations, **5 working days** of the date a decision in Section A 3.0 is first communicated by the University to that student.
- 1.2 The notice must be made in writing, using the Notice to Appeal Form at Appendix A which contains a written statement outlining the important points the student wishes to raise. Subject to the circumstances set out in Section A, Regulation 1.4, the form should be sent to the Curriculum and Quality Assurance (CQA) Team in the relevant Faculty in which the student is registered (see Appendix E for contact information). Where an appeal is lodged against a decision made in a School in a different Faculty, the appeal may be passed to that Faculty to administer.
- 1.3 Subject to the circumstances set out in Section A, Regulation 1.4, the CQA Team will acknowledge receipt of the Form and, except in the instance of a rejected late appeal (see Section A, Regulation 6), arrange for an appropriate staff member to hold a preliminary discussion with the student.
- 1.4 The preliminary discussion should usually take place within **5 working days** of the date the form is received by the CQA Team. A note taker must be present at the meeting.
- 1.5 A summary of the discussion ("Preliminary Report") should be produced by the CQA Team and a copy sent to the student along with the outcome of the discussion normally within 5

working days of the discussion, with a copy being placed in the student file. Where the student disagrees with the summary of the meeting, s/he may submit their own record which will be appended to the Preliminary Report.

- 1.6 The possible outcomes of such discussions are as follows:
- 1.6.1 The staff member is of the view that the student can demonstrate the grounds for appeal and makes a **recommendation** for the board or panel that made the original decision to reconsider. In this case the Preliminary Report along with the board or panel's decision following the reconsideration should be sent to the student via the CQA Team within 5 working days of the date of the preliminary discussion.
or
- 1.6.2 The staff member is of the view that the student cannot demonstrate the grounds for appeal on the strength of the Notice to Appeal Form and evidence. In this case the Preliminary Report should be sent to the student via the CQA Team normally within 5 **working days** of the date of the preliminary discussion. The student is at liberty to determine whether or not to proceed with submitting an appeal as set out below. **Please note:** no appeal can be submitted without notice first having been given and a preliminary discussion having been held.
or
- 1.6.3 The staff member is of the view that the academic appeal does not fall within the scope of the Regulations eg: that it is not correctly made, has been submitted under the incorrect procedures, falls outside the grounds upon which an appeal may be made or is not in the required format. As a result of a determination made under 1.6.3, the member of staff may refer the student to a different procedure and/or determine that the academic appeal is out of scope. In this case the Preliminary Report should be sent to the student via the CQA Team within 5 working days of the date of the preliminary discussion. The student is at liberty to determine whether or not to proceed with submitting an appeal as set out below. **Please note:** no appeal can be submitted without notice first having been given and a preliminary discussion having been held.
- 1.7 In arriving at this recommendation the member of staff (and the board or panel that made the original decision) may make further enquiries, where appropriate, in respect of the appeal factors. This may include, for example, checking attendance, the student file, correspondence with the student, the marks profile, reasonable adjustments, historical Academic Appeals and Special Considerations Requests. Any additional documentation considered will be appended to the recommendation letter to the student.

2. Impartiality and Conduct of Meetings for Stage 2 and Stage 3 Appeals

- 2.1 Members who sit on appeal panels must not have an individual relationship with the student (e.g. through personal tutoring, small group teaching, project/dissertation supervision etc.) or have been in previous discussions with the student about their case.
- 2.2 In the case of a student taking a programme with joint honours the Chair of the Academic Appeals Panel should not be from either Faculty associated with the student's programme.
- 2.3 The student is strongly advised to attend the Panel meeting. The Panel reserve the right to proceed with the meeting if the student does not attend.
- 2.4 The Chair of the Panel will:
- 2.4.1 welcome the student, introduce those present, explain their roles and the procedure to be followed;
- 2.4.2 invite the student to present their case and confirm the grounds of their appeal and the outcome which they are seeking;

- 2.4.3 invite the School Representative to present its case and explain the School's original decision;
 - 2.4.4 invite the student to make any comments in relation to the School's case;
 - 2.4.5 invite the School Representative to add any further comments;
 - 2.4.6 invite the panel members to question the student and the School Representative (the Chair may also ask questions);
 - 2.4.7 give the student and the School Representative an opportunity to make a final statement and raise any further points.
- 2.5 The student, their companion and the School Representative will then leave the meeting **at the same time** and the Panel will consider its decision in private. The decision must be made solely on the basis of evidence before the Panel and will be notified to the student in writing normally within **5 working days** of the meeting.
- 2.6 If necessary, the Chair may adjourn the panel meeting or decision making in order to request further evidence where a decision cannot be reached in the absence of the additional evidence. Where this happens, the Chair will have discretion to invite further written representation from the student and/or the School Representative where necessary in the interests of natural justice.

3. Stage 2: Academic Appeals (AA) Panel

- 3.1 A student wishing to submit an appeal must do so within 5 working days of the date of the Preliminary outcome letter, by, subject to the circumstances set out in Section A, Regulation 1.4, sending the completed Notice to Appeal Form (Appendix A) as originally submitted, their original evidence, a copy of the Preliminary Report and a completed Stage 2 Form (Appendix B) to the relevant Faculty Academic Registrar (see Appendix E). The student is entitled to include additional evidence not previously considered at the preliminary stage, provided that it is related to the appeal factors raised at Stage 1.
- 3.2 After an appeal has been submitted, the Faculty Academic Registrar (or nominee) will convene and provide documentation and evidence received to a Partial AA Panel consisting of:
- 3.2.1 an appointed Chair from outside the Faculty concerned, from a list of trained staff members of appropriate seniority held by the Head of Academic Appeals and Student Complaints; and
 - 3.2.2 the Dean of the Faculty or nominee from the School concerned. In the case of a student studying at another institution for an award accredited by, validated by or made by the University of Southampton, this member may be from the host institution.
- 3.3 The Partial AA Panel will consider the appeal on the written evidence only.
- 3.4 The Partial AA Panel may decide one of the following outcomes and the student should be notified normally within **15 working days** of receipt of the Stage 2 form:
- 3.4.1 In the case where the student's preferred outcome differs from that implemented by the board or panel under 1.6.1, that the outcome offered by the board or panel is upheld. In such cases, the outcome letter will include details of the procedure for making an appeal to the Senate Appeals Panel at Stage 3. If the student is not satisfied with the decision of the Full AA Panel but does not meet the ground for appeal at Stage 3, then the internal procedures will be exhausted and the student may request a Completion of Procedures letter, which will be issued by the Vice Chancellor (see B 6.0 below).
 - 3.4.2 That no grounds for appeal have been met or that the appeal is otherwise outside the scope of the Regulations and may refuse the appeal. In such cases, the outcome letter will include details of the procedure for making an appeal to the Senate Appeals

Panel at Stage 3. If the student is not satisfied with the decision of the Full AA Panel but does not meet the ground for appeal at Stage 3, then the internal procedures will be exhausted and the student may request a Completion of Procedures letter, which will be issued by the Vice Chancellor (see B 6.0 below).

- 3.4.3 That one or more grounds for appeal have clearly been met and that the appeal should be upheld. Where the student's preferred outcome is not possible an alternative outcome may be implemented or the student may be offered a choice of outcomes. In such cases, the outcome letter will include details of the procedure for making an appeal to the Senate Appeals Panel at Stage 3. If the student is not satisfied with the decision of the Full AA Panel but does not meet the ground for appeal at Stage 3, then the internal procedures will be exhausted and the student may request a Completion of Procedures letter, which will be issued by the Vice Chancellor (see B 6.0 below). Or
- 3.4.4 That one or more grounds for appeal appear to be met and that a meeting of the Full AA Panel be convened to decide the appeal. Accordingly the student should be notified that there appears to be grounds for appeal but that a Full AA Panel will need to be convened to determine the issue and that further information as required in B 3.8 will be sent out in due course.
- 3.5 The **Full AA Panel** will normally comprise:
- 3.5.1 the 2 Partial AA Panel members;
- 3.5.2 a senior member of the Faculty in which the appeal is submitted. In the case of a student studying at another institution for an award accredited by, validated by or made by the University of Southampton, this member may be from the home institution or the partner Faculty for the award.
- 3.6 The Chair may also choose to co-opt onto the Full AA Panel:
- 3.6.1 an additional independent member of another School or Professional Service;
- 3.6.2 an external representative of the relevant profession (where a programme of study is subject to validation by an external professional body).
- 3.7 Once a date for the Full AA Panel has been set (which should normally be within **10 working days** of the date of the notification to the student under clause 3.4.4 above), the Faculty Academic Registrar (or nominee) will send copies of these Regulations to the student and the Full AA Panel members and will also confirm the following points in writing to the student.
- The date, time and place of the meeting.
 - That the student is entitled to attend in person, and may choose to be accompanied by an independent advisor from the Students' Union or another member of the University.
- 3.8 All documentation, including the Preliminary Report will be sent to the student, the School Representative and Full AA Panel members no less than **5 working days** before the date of the Full AA Panel meeting. The student and the School Representative should therefore ensure that any additional evidence is received by the CQA Team at least **6 working days** before the date of the Full AA Panel Meeting for distribution.
- 3.9 **Full AA Panel Meeting**
- 3.9.1 In addition to the Full AA Panel Members, a representative from the School will present the School's case and the Faculty Academic Registrar (or nominee) will attend as a Secretary. In the case of a student studying at another institution for an award accredited by, validated by or made by the University of Southampton, the Faculty Representative may be from the home institution. The student is strongly advised to attend the Full Panel Meeting and may be accompanied as set out in section A 7.0 Support.

- 3.9.2 The Full AA Panel may wish to hold a private meeting before the start of the panel meeting to consider the written evidence. After this, at the appointed time, the Chair will invite the student, the student's companion (if any) and the School's Representative to enter the meeting together.
- 3.9.3 The Chair will then conduct the meeting in accordance with Section B2.0 Impartiality & Conduct of Meetings of Stage 2 and Stage 3 Appeals.
- 3.10 **Possible Outcomes of the Full AA Panel Meeting**
- 3.10.1 The Full AA Panel may:
- 3.10.1.1 uphold the student's appeal and agree to implement the outcome they are seeking; or
- 3.10.1.2 uphold the student's appeal and implement an alternative outcome or offer a range of outcomes to the student; or
- 3.10.1.3 dismiss the student's appeal.
- 3.11 **Full AA Panel Report**
- The Secretary will prepare a written report of the Full AA Panel's decision which will be signed by the Chair of the Full AA Panel and a copy sent to the rest of the Full AA Panel, the student, and the School Representative normally within **5 working days** of the Full AA Panel meeting.
- 3.12 If the Full AA Panel dismiss the appeal, a letter will be sent to the student including details of the procedure for making an appeal to the Senate Appeals Panel at Stage 3. If the student is not satisfied with the decision of the Full AA Panel but does not meet the ground for appeal at Stage 3, then this is the final step of the Procedure and the student may request a Completion of Procedures letter, which will be issued by the Vice Chancellor (see paragraph 6 below).

4. Stage 3: Senate Appeals (SA) Panel

- 4.1 Students may appeal to the SA Panel against the decision of the Partial or Full Academic Appeals Panel only on the ground that there has been a **significant failure of due process in relation to Stage 2 of the Academic Appeals Procedure**.
- 4.2 The student should submit a Stage 3 Form (Appendix C), along with copies of all documentation from the previous stages to the Head of Academic Appeals and Student Complaints who will normally act as Secretary, within **5 working days** of notification of the decision of the Partial AA Panel (see 3.4.1 above).
- 4.3 The Secretary will convene and provide documentation and evidence received to a **Partial Senate Appeals Panel** consisting of:
- 4.3.1 the Vice-Chancellor or nominee (acting as Chair); *and*
- 4.3.2 the President of the Students' Union or nominee.
- 4.4 The Partial SA Panel will consider the appeal on the written evidence.
- 4.5 The Partial SA Panel may decide one of the following outcomes and the student should be notified normally within **15 working days** of receipt of the Stage 3 form:
- 4.5.1 That the ground for appeal has not been met and that the appeal is refused. In such a case a Completion of Procedures letter will be issued by the Vice Chancellors Office (see paragraph 6.0 below).
- 4.5.2 That the ground for appeal appears to have been met and that the matter should be referred back to Stage 2 of the procedure for a new differently constituted Full AA Panel Meeting. In such cases the new Full AA Panel should be provided with the Stage 3 outcome letter. The original Stage 2 outcome will not form part of the documentation for the newly constituted panel. The student and the School will be invited to provide an additional updated statement and any further evidence that has

come to light in respect of the appeal factors already raised, if there is a good reason why this was not previously available. This will be considered at the Chair's discretion. No further evidence may be introduced or placed before this Full AA Panel Meeting but it will otherwise be conducted in accordance with Section B3 above. For the avoidance of doubt the School representative must also be different at the second Full AA Panel Meeting.

- 4.5.3 That the ground for appeal appears to have been met and that a meeting of the Full Senate Appeals Panel be convened to hear the appeal. Accordingly the student should be notified that there appears to be grounds for appeal, that a Full SA Panel will need to be convened to hear the appeal and that further information as required in section 4.8 will be sent out in due course.
- 4.6 **The Full Senate Appeals Panel** will normally comprise:
- 4.6.1 the two Partial SA Panel members;
- 4.6.2 a Dean or nominee other than those concerned in the original appeal;
- 4.6.3 a member of academic staff who is also a member of Senate.
- 4.7 The Chair may also choose to co-opt onto the Full SA Panel:
- 4.7.1 an additional independent member of another Faculty or Professional Service;
- 4.7.2 an external representative of the relevant profession (where a programme of study is subject to validation by an external professional body).
- 4.7.3 in the case of a student studying at another institution for an award accredited by, validated by or made by the University of Southampton, a representative of the host institution.
- 4.8 Once a date for the Full SA Panel has been set (which should normally be within **15 working days** of the date of the notification to the student under Regulation 4.5.3 above), the Secretary will send copies of these Regulations to the student, the School Representative and the Full SA Panel members and will also confirm the following points in writing to the student:
- The date, time and place of the meeting.
 - The members of the Full SA Panel.
 - That the student is entitled to attend in person, and may choose to be accompanied by an independent advisor from the Students' Union or another member of the University.
- 4.9 All documentation will be sent to the student and Full SA Panel members no less than **5 working days** before the date of the Full SA Panel meeting.
- 4.10 **Full SA Panel Meeting**
- 4.10.1 In addition to the Full SA Panel Members, a School Representative will present the School's case and the Secretary will attend as note taker. The student is strongly advised to attend the Full Panel Meeting and may be accompanied as set out in Section A6.0 Support.
- 4.10.2 The Full SA Panel may wish to hold a private meeting before the start of the panel meeting to consider the written evidence. After this, at the appointed time, the Chair will invite the student, the student's companion (if any) and the School Representative to enter the meeting together.
- 4.10.3 The Chair will then conduct the meeting in accordance with Section B2.0 *Impartiality & Conduct of Meetings of Stage 2 and Stage 3 Appeals*.
- 4.11 **Possible Outcomes of the Full SA Panel Meeting**
- 4.11.1 The Full Panel may:

4.11.1.1 uphold the student's appeal and agree to implement the outcome they are seeking; or

4.11.1.2 uphold the student's appeal and offer an alternative outcome; or

4.11.1.3 dismiss the student's appeal.

4.11.2 In addition the Full Panel may make recommendations for a change in the School/Faculty/University procedures.

4.12 **Full SA Panel Report**

The Secretary will prepare a written report of the Full Senate Appeal Panel's decision, copies of which will be sent to the Senate Appeals Panel, the School Representative and the student normally within **5 working days** of the meeting. A report will also be sent to Senate.

4.13 The decision of the Full Senate Appeals Panel is final. At this point the internal appeal mechanisms of the University of Southampton have been completed and, in the case of rejected appeals, a **Completion of Procedures** letter will be issued by the President and Vice-Chancellor (see Section 6.0 below). The student may request a Completion of Procedures if the academic appeal has been upheld or partially upheld.

5. **Suspension or Termination of an Appeal**

5.1 If a student's appeal overlaps with other University regulations or policies, advice should be sought from the Head of Academic Appeals and Student Complaints about how to progress the appeal under these Regulations if at all. The progress of an appeal through any stage of the Appeals Procedure may be suspended for a reasonable period to deal with this issue.

5.2 The University may, in exceptional circumstances, terminate an appeal at **any** stage of the Appeal Procedure where a student's behaviour is unacceptable or disruptive, the appeal is malicious or vexatious i.e. based on substantially similar facts so as to constitute repeated demands or representations made on matters which have already been considered or are being considered under these Regulations or any earlier version of regulations. The University may also invoke the [Regulations Governing Student Discipline](#).

6. **External Review - Office of the Independent Adjudicator for Higher Education**

6.1 A Completion of Procedures letter signifies to the student that the University's internal procedure for appeals has been completed and should be sent to the student normally within **28** days of the University's final decision. The letter will provide information about bringing a complaint to the OIA.

6.2 Information about the OIA's procedures may be found at <http://www.oiahe.org.uk/> or in the OIA leaflet 'An Introduction to the Student Complaints Scheme' which is available from the Students' Union Advice Centre. Students wishing to submit a complaint to the OIA must do so within the timeframe set down in the Rules of the Student Complaints Scheme which is normally 12 months from the date of the Completion of Procedures letter, unless the Completion of Procedures Letter was issued before 9 July 2015, when the complaint must be submitted within 3 months from the date of the Completion of Procedures letter. A complaint must be made in writing using the Scheme Application Form.

6.3 Where a student requests a Completion of Procedures Letter more than a calendar month after the decision letter, the time for bringing a complaint to the OIA will normally run from the date of the final decision, rather than the date of the Completion of Procedures Letter.

6.4 Contact details for the Office of the Independent Adjudicator are:

Office of the Independent Adjudicator

3rd Floor
Kings Reach
38-50 Kings Road
READING
Berks RG1 3AA
Tel: 01189 599813
Email: enquiries@oiahe.org.uk

7. List of Appendices and Guidance

- 7.1 Appendix A : Notice to Appeal Form
- 7.2 Appendix B : Stage 2 Form
- 7.3 Appendix C : Stage 3 Form
- 7.4 Appendix D: Summary of the Appeals Process
- 7.5 Appendix E: Contact Information
- 7.6 [Students' Union Guidance for Students](#) -
- 7.7 Guidance for students and staff (including templates)
<http://www.southampton.ac.uk/studentadmin/appeals/>

Regulations will be dealt with in accordance with the regulations in force at the time the complaint was received. Appeals may only be dealt with under regulations in force at the start of your programme if you can prove substantial disadvantage. Please see the guidance notes at <http://www.calendar.soton.ac.uk/sectionIV/student-appeals-appendixa.pdf> for more information.

*Reviewed in June 2016; changes approved by AQSC in June 2016 and by Senate in July 2016
Reviewed in June 2017; no changes made Reviewed in May 2018; changes approved by AQSC in May 2018 and by Senate in June 2018*