

Appendix B

Guidance Notes to accompany the UEL Appeals Procedure

Appeals to the VC and other senior members of staff

If an appeal is made to the Vice-Chancellor's Office or the Office of any Senior Manager, it will be referred to the Compliance Team who will ensure that it enters the procedure at the appropriate point.

Reimbursement of expenses

If an appeal is upheld, the University will meet any reasonable 'out of pocket' expenses connected with the Formal stage of the Appeals Procedure, on production of receipts; this may include travel and subsistence costs in connection with the student's attendance at a complaint hearing (if any).

Support for students and Appeals from third parties (including representation from MP's)

Students may seek advice from the Students' Union in relation to bringing an appeal and may request that a Students' Union officer accompanies them to any meetings associated with the appeal. The University will not accept Appeals from third parties except where they are acting as the students' representative with the student's written consent. Any communication with third parties should comply with data protection legislation and the University's guidance on handling personal information.

In providing permission for the University to correspond with a third party (or by appointing a Member of Parliament to make the appeal on their behalf), the student shall accept that this may include disclosure to the third party of relevant information.

Conciliation meetings

It is recommended that Chairs of Assessment/Progression Boards ensure that conciliation meetings are attended by the student, any representative of the student and an administrator. The Chair (or a nominee) will chair the meeting. Notes of the meeting must be taken and the Chair should consult with colleagues in Registry before reaching any decision or communicating the same to the student.

Investigation and supporting information

Students are expected to provide at the time of submission of their appeal, all relevant documentation or other evidence and details of all issues which they wish to be taken into consideration. Where this is not possible for good reason, students are expected to indicate what documentation or evidence is to follow. The person receiving the appeal shall be entitled to impose a reasonable deadline by which this further information should be provided by the student.

Equality and Diversity

These internal regulations of the University and their associated policies and guidance will be operated in accordance with its [Equality and Diversity Policy](#).

Reasonable conduct

It is expected that students, their representatives and staff members should act reasonably and fairly towards each other in good faith and respect this Appeals Procedure. The University has a responsibility to protect its staff against unacceptable behaviour according to its regulations and policies and action will be taken for any abuse of process.

Confidentiality

Appeals will be handled with an appropriate level of confidentiality, with information released only to those who need it for the purposes of investigating or responding to the appeal.

Reporting and Monitoring

All Appeals considered under the formal stages of this Appeals Procedure will be recorded and reported annually by the Compliance Team. This will detail the number of Appeals as well as the outcomes and will highlight any potential areas for enhancement or lessons learned.

Partner institutions will also be asked to submit an annual report on any appeals. These reports will be collated with information on University level reviews so that an annual report of all Appeals can be provided to Academic Board.

Appeals & Appeals will oversee the tracking of Appeals and recording of key data on behalf of Board of Governors. All data held will be monitored in accordance with the [Equality and Diversity Policy](#) and reported on an annual basis to the Board of Governors. The annual report will identify and evaluate any issues for which further action needs to be taken.