

THE SRC ADVICE CENTRE GUIDE TO ACADEMIC APPEALS

2024 EDITION

ABOUT

This leaflet is designed to give you more information about academic appeals at the University of Glasgow.

Turn overleaf to view a selection of frequently asked questions about representation and find out more information about the correct procedures to follow.



SRC ADVICE CENTRE

If you have a problem or enquiry about any aspect of student life, you can drop in to the SRC Advice Centre for a confidential chat with one of the professional advice workers.

**No appointment is necessary
and the service is free.**

The Advice Centre is run by the SRC which is independent from the University and there to fight your corner in academic matters like academic appeals, complaints, student conduct procedures and other issues.

SRC Advice Centre staff also deal with welfare issues including: benefits/tax credits, council tax, debt, national insurance, tax, housing, student financial support and employment rights.

SRC ADVICE CENTRE
MCINTYRE BUILDING
UNIVERSITY AVENUE
GLASGOW
G12 8QQ

MON - FRI 11.30AM-4PM

0141 330 5360
advice@src.gla.ac.uk



FREQUENTLY ASKED QUESTIONS

CAN I APPEAL?

There are three grounds for appeal:

- Unfair or defective procedure;
- Failure to take into account medical or other adverse personal circumstances;
- Relevant medical or other adverse personal circumstances which for good reason have not previously been presented.

In other words, either the School has done something wrong in the way they have administered your course or exams, or else they haven't made reasonable allowances for a medical or other personal problem.

It is expected by the University that you will have disclosed any medical or other problems to your School at the time they occurred. So if you didn't do this, you will need to explain why when you write your complete appeal form.

SHOULD I RESOLVE THIS INFORMALLY?

Your Advisor of Studies or Class/School Rep can often help and the Advice Centre will support you in negotiating an informal solution. Time limits for appealing still apply and even if you are trying to resolve the appeal informally with your School you should submit an intimation of intention to appeal letter within 10 working days of the date you received the decision you wish to appeal against. This simply reserves your right to then proceed with a formal appeal if necessary within the next 20 working days. If you manage to resolve the issue informally you can always withdraw the intimation.

HOW DO I APPEAL?

If you feel you have grounds for appeal, then it is your responsibility to notify your College. You have **ten working days** to submit an 'Intimation of Intention to Appeal' or IIA letter, taken from the date you first hear about the decision you wish to dispute. This isn't complicated; just a simple short letter stating you wish to appeal against the decision. After that, you will have **twenty working days** to submit

your appeal form and any supporting documentation. There is a template IIA letter and a template appeal form which you can download, and advice on what to include in your letter on the SRC website at glasgowunisrc.org/advice/academic/appeals/, and as with all aspects of appeals, the Advice Centre staff can help you with this.

WHAT EVIDENCE DO I NEED?

Obviously, the evidence you require will depend on the circumstances of your case. Typically, this would be a letter of support from your GP, counsellor, parents, flatmates, people on your course, or anyone who can confirm that what you are saying in your appeal is true.

WHAT HAPPENS TO MY APPEAL FORM?

Once you have submitted your appeal form, the College Appeals Committee will make a decision. Most appeals are dealt with by 'preliminary disposal', which means that there won't be an appeal hearing. This is why it is very important for you to submit a comprehensive appeal form and plenty of supporting evidence.

WILL THE SRC REPRESENT ME?

In most circumstances the SRC Advice Centre can assist you with organising your case, and represent you through the appeals process. Assistance can vary from simply looking over your argument, to full representation at hearings or appeals. It is important to remember that this is your case, and you have both responsibility for it, and freedom to choose how you would like to be represented.

WHAT CAN THE APPEALS COMMITTEE DO?

The Appeals Committee can't change a grade you have been given, but can instruct the Board of Examiners (or other academic body) to reconvene to reconsider their assessment. The Committee can grant other remedies which do not involve changing an academic judgement.

WHAT IF I'M NOT HAPPY WITH THE RESULT?

If your appeal was not upheld or if you are still dissatisfied with the outcome, you may appeal to the Senate Appeals

Committee. You can appeal the decision of the College Appeal Committee to the Senate Appeals Committee on three grounds:

- New evidence which could not reasonably have been produced to the College Appeals Committee;
- Defective procedure by the College in its disposal of the appeal; and/or
- The disposal at College level was manifestly unreasonable.

If, having talked to your College, appealed to the College Appeals Committee, and then the Senate Appeals Committee, you are still unhappy; you can complain to the Scottish Public Services Ombudsman who deals with complaints against organisations providing public services.

You can find more information about the Scottish Public Services Ombudsman online at: www.spso.org.uk



USEFUL LINKS

SRC ADVICE CENTRE

<https://www.glasgowunisrc.org/advice/>

APPEALS ADVICE FOR STUDENTS

<https://www.glasgowunisrc.org/advice/academic/appeals/>

UNIVERSITY STUDENT POLICIES

<https://www.gla.ac.uk/myglasgow/apg/studentcodes/academicappealsstudents/>

SCOTTISH PUBLIC SERVICES OMBUDSMAN

<http://www.spso.org.uk/>