

Will the SRC represent me?

In most circumstances The Advice Centre can assist with your appeal letter, and representation for your appeal. Assistance can vary from simply looking over your letter, to full representation at a hearing, Senate appeal or complaint to the Public Services Ombudsman, if it goes that far.

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 will The Advice Centre do?

When you approach The Advice Centre for help with an appeal, the Advice Worker will take brief details of your case and you will be asked to put full details in writing via email to advice@src.gla.ac.uk.

Once the Advice Worker has received this, he/she will then offer you an appointment to discuss your case in detail. Please note that preparing for an appeal is time-consuming and therefore the initial drop-in advice session will not go into great detail.

Where can I find out more?

Info on appeals and more is available on the SRC's website: www.glasgowstudent.net.

What is The Advice Centre for?

Although this leaflet is about appeals, if you have a problem or enquiry about any aspect of student life, you can drop in to the 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 staff deal with welfare issues including; health issues, benefits / tax credits, council tax, financial advice, national insurance / tax, housing issues, student financial support and employment rights.

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, disciplinary procedures and other issues.

Where

The Advice Centre is on the ground floor of the John McIntyre building, right in the middle of University Avenue. You can contact them by email at advice@src.gla.ac.uk and online at glasgowstudent.net/advice/.

When

Drop in any time between:
Monday to Thursday (10am-4pm) or Fridays (10am-3pm.)
Opening hours during holidays may vary.

a quick guide to appealing
against academic decisions





Can I appeal?

There are two grounds for appeal:

- Unfair or defective procedure
- Failure to take into account medical or other adverse personal circumstances

In other words, either the department 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 Department at the time they occurred. So if you didn't do this, you will need to explain why when you write your appeal letter.

Should I resolve this informally?

Your Advisor of Studies or Course/Faculty Rep can often help and The Advice Centre will support you in negotiating an informal solution. Time limits for appealing still apply but may be extended if working on an informal resolution.

How do I appeal?

If you feel you have grounds for appeal, then it is your responsibility to notify your faculty. You have **ten working days** to submit an 'Intimation of Intention to Appeal' 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 full appeal letter and any supporting documentation. There is advice on what to include in your letter on the SRC website, glasgowstudent.net, 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 letter?

Once you have submitted your full appeal letter, the faculty 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 letter and plenty of supporting evidence.



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?

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

- New evidence that could not have been considered by the faculty appeals committee
- Defective procedure at faculty level
- Disposal at faculty level was 'manifestly unreasonable'.

If having talked to your faculty, appealed to the 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.