

THE SRC ADVICE CENTRE GUIDE TO ACADEMIC APPEALS

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
JOHN MCINTYRE BUILDING
UNIVERSITY AVENUE
GLASGOW
G12 8QQ

MON 10.30AM-4PM
TUE-THU 10AM-4PM
FRI 10AM-3.30PM

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



FREQUENTLY ASKED QUESTIONS

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 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 appeal letter.

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 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 College. 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 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 letter 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?

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 College Appeals Committee;
- Defective procedure at College level;
- Disposal at College level was 'manifestly unreasonable'.

If, having talked to your College, 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. You can find more information about the Scottish Public Services Ombudsman online at: www.spsso.org.uk



USEFUL LINKS

SRC ADVICE CENTRE

www.glasgowstudent.net/advice

ACADEMIC ADVICE FOR STUDENTS

www.glasgowstudent.net/advice/academic

UNIVERSITY STUDENT POLICIES

www.gla.ac.uk/services/senateoffice/academic/studenttpolicies

SCOTTISH PUBLIC SERVICES OMBUDSMAN

www.spsso.org.uk

