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.

ABOUT

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.

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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.spso.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.spso.org.uk

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