



# QuEST

Quality Enhancement and Standards Team

## UWS Student Appeals

Frequently asked  
questions

UNIVERSITY OF THE  
WEST *of* SCOTLAND

UWS

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# Student Appeals

An appeal can be submitted by a UWS student against a decision of:

- The Senate Disciplinary Committee;
- A Fitness to Practise Committee;
- A School Plagiarism Panel;
- A School Assessment Board (SAB);
- A School Board of Examiners (SBE);
- An Extenuating Circumstances Submission (ECS) Deadline;
- A Research Progression & Awards Board (PAB);
- The Research Degree Examiners;
- A School (for engagement/attendance).

## Complaint

A complaint is an expression of a specific concern about matters that affect the quality of a student's learning opportunities. A copy of the University's Complaint Handling Procedure is available via the [\*\*UWS Website\*\*](#).

If you are not sure whether your concern should be considered as an appeal or as a complaint, you can contact [\*\*appeals@uws.ac.uk\*\*](mailto:appeals@uws.ac.uk) for advice.

## Extenuating Circumstances Statement (ECS)

If you believe a personal circumstance has affected your performance in an assessment, you should submit an ECS. Information on how to submit an ECS is available via the [\*\*UWS website\*\*](#).

## University Regulations

The appeals process is governed by the [\*\*University's Appeals Regulation\*\*](#) (Chapter 6). Regulations are available from the campus libraries or The Hub on each campus.

## Contact details

UWS Appeals Team, Quality Enhancement and Standards Team (QuEST)  
Paisley Campus, University of the West of Scotland, Paisley, PA1 2BE

email: [\*\*appeals@uws.ac.uk\*\*](mailto:appeals@uws.ac.uk)

Appeals forms available via the [\*\*UWS website\*\*](#).

# Frequently asked questions

## What is an Appeal?

An academic appeal is defined as a request to review a decision of an academic body charged with decisions on student engagement, assessment, progression, awards, withdrawal from programme and student disciplinary cases.

## What are the possible outcomes if I appeal?

Appeals against the Senate Disciplinary Committee/A Fitness to Practise Committee/A School Plagiarism Panel/A Research Progression & Awards Board (PAB)/The Research Degree Examiners/A School (for engagement/attendance) decision

The Senate Appeals Committee may decide as follows:

### **Appeal is unsuccessful**

If an appeal is unsuccessful, the existing decision (and any penalty) will be confirmed by the committee

### **Appeal is upheld (or partly upheld)**

If an appeal is upheld or partially upheld, depending on what decision is being appealed, the Senate Appeals Committee can decide to do one of the following:

1. The original decision will be reversed and any penalty previously imposed will be rescinded.
2. If the appeal on the decision is rejected but the appeal on any penalty is upheld - the Committee will review the level of penalty imposed and may choose to reduce or rescind it.
3. Refer the case back to the original committee/panel with a recommendation that the original committee/panel review their decision and/or penalty. The Senate Appeals Committee can provide a recommended decision/penalty.
4. In the case of an appeal against a decision from examiners related to a research qualification, that the examiners be required to reconsider their decisions or that new examiners be appointed to re-assess the thesis and re-examine the candidate.

It should be noted that the Senate Appeals Committee is not an examination board and does not have the authority to recommend an academic award.

### **Appeals against a School Assessment Board (SAB) and a School Board of Examiners (SBE) decision**

A successful appeal against the above will not result in your assessment result being amended, e.g. changing a fail to a pass – the only outcome available is a re-sit or resubmission without loss of attempt, unless there is evidence of a computational administrative error in the recording or processing of your mark).

## Where can I get advice?

- email: [appeals@uws.ac.uk](mailto:appeals@uws.ac.uk)
- contact the [Students' Union](#)
- contact colleagues in [the Hub](#) on any campus

## What should I know before submitting an appeal?

You must be clear with the grounds you are citing as an appeal form submitted without appropriate grounds will not be passed to the Senate Appeals Committee for consideration.

Please note that you must submit an appeal form within 10 working days from the notification date which informed you of the decision against which you are appealing.

The following information applies to all students who wish to submit an academic appeal:

- If you are NOT sure whether your concern should be considered as an academic appeal or as a complaint, please seek further assistance by emailing [appeals@uws.ac.uk](mailto:appeals@uws.ac.uk).
- To enable us to progress your appeal efficiently, you must submit it on the relevant form.

Further assistance can be obtained from staff in the Hub (a student can seek signposting to appropriate support from [The Hub](#)) or the [Students' Union](#).

## How do I submit an appeal?

You must submit your appeal in writing on the relevant form within 10 working days from the publication date which informed you of the decision against which you are appealing. You can obtain the relevant form from the [UWS website](#).

You must submit your form to the Appeals Team, including any supporting documentation. The University advises that you submit your appeal electronically to [appeals@uws.ac.uk](mailto:appeals@uws.ac.uk), scanning any supporting documentation.

## What if I fail to submit my appeal within 10 working days?

Your appeal will **NOT** normally be considered if not received within the published timescale (10 working days from the publication date which informed you of the decision against which you are appealing).

## What happens to information I reveal in an appeal? How is my confidentiality protected?

The University aims to process appeals quickly and efficiently so as to cause the minimum disruption to students. The privacy and confidentiality of students will be respected at all stages of the appeals process. The University will hold appeal files in QuEST for six years after the last action on the case, in line with Data Protection Act compliance.

## What are my rights and responsibilities if I submit an appeal?

You have the right to expect that:

- To receive an acknowledgement within 5 working days.
- You will not suffer any disadvantage as a result of submitting an appeal, irrespective of the outcome.
- Everyone who responds to, investigates and adjudicates on appeals will do so impartially and will not be permitted to act in any matter in which they have a material interest or in which any actual or potential conflict of interest may arise.
- Your privacy and confidentiality will be respected at all stages of the appeals process. The circulation of any papers connected to your appeal will be restricted to staff directly involved in the appeal decision process through the Senate Appeals Committee. A summary of your case may be sent to staff relevant to the investigation for comment but original documents will not be circulated as part of the appeals process.
- Your appeal will be considered on its own merits and on the particular facts and circumstances of your individual case.

You have the responsibility to:

- Adhere to the timescales set out in the regulations and procedures.
- Respond to any requests for further information within the timescales set out in any correspondence.
- Submit an appropriate form.
- Ensure all documentation is translated to English when required.

## What are the procedures for considering a case at the Senate Appeals Committee?

All documentation relevant to the case, including your appeals form and support documentation, will be circulated to the Senate Appeals Committee.

You can attend the Senate Appeals Committee meeting considering your appeal if you wish.

### **If you wish to attend the meeting of the Senate Appeals Committee**

If you wish to attend the meeting, you can be accompanied by a friend, a relative, a student representative or a case worker from the Students' Union.

If you choose to attend the meeting, a copy of all relevant documentation will be emailed to you prior to the meeting of the Committee.

Please note that, if you choose to attend, the Committee will hold a private meeting before and after they speak to you to discuss your case. You will therefore not be allowed to attend the whole of the meeting.

### **If you do not wish to attend the meeting of the Senate Appeals Committee**

If you choose not to attend, your written statement will be considered by the Committee through the information supplied on the appeals form and any supporting documentation.

## What is my status pending the outcome of my appeal?

If you submit an academic appeal part way through the level or year, you may be permitted to continue provisionally until such time as a decision has been reached. This is to ensure that you are not academically disadvantaged if the appeal is subsequently upheld. Continued attendance on placements will be at the discretion of the relevant School.

If you submit an appeal at the end of a level or year of study you will be permitted to enrol on the next level. If the appeal is subsequently upheld, your enrolment would be confirmed. If the appeal is not upheld your enrolment would be terminated. These conditions will be clearly stated in the correspondence acknowledging the appeal.

An appeal cannot be submitted after a student has graduated, either in person or in absentia.

## How will I find out the outcome of my appeal?

The deliberations of the Senate Appeals Committee after considering each case will be private. You will normally be notified of the outcome in writing as soon as reasonably practicable.

### **If your appeal is upheld**

In this case, the Appeals Team will notify you and the relevant members of UWS staff that the appeal has been upheld.

This may lead to a change in your academic decision. Any change will be notified to you separately.

### **If your appeal is NOT upheld**

In this case, the Appeals Team will notify you and the relevant members of UWS staff that the appeal has been unsuccessful and the original decision will stand.

## What if I am not content with the outcome of my appeal?

The decision of the Senate Appeals Committee is FINAL and it marks the end of the University's appeals procedures. On completion of the UWS appeals procedure, you have the right to refer your case to the Scottish Public Service Ombudsman (SPSO). The SPSO's contact details are: Freepost SPSO\* \*Note: Single line address and no need to add stamp.

Freephone – 0800 377 7330/Online contact: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)

Website: [www.spsso.org.uk](http://www.spsso.org.uk).



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Achieve.**

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