Department for Continuing Education

Appeals and Complaints policy

Appeals by students

1. If you are dissatisfied with a decision relating to the award of credit, mark or grade, you are entitled to appeal against that decision. This policy only applies to decisions concerning assessment or related matters concerning academic progress; if you wish to raise an issue regarding any other matter concerning your studies the departmental policy regarding complaints should be followed.

2. An appeal can only be made in connection with finalised outcomes: appeals cannot be made in relation to provisional marks.

3. An appeal can only be made if there was an error in the decision-making process or a procedural irregularity; and/or there was any bias or perception of bias in the decision-making process. There is no right of appeal over matters of academic judgment.

4. You should raise the matter with your course director or course tutor who will, in consultation with the Registry Officer, review the concerns. In accordance with the University’s general practice, on no account should you contact the examiners or assessors directly in their role as examiners or assessors. Where the course director is the examiner or assessor, you should contact Registry for advice.

5. If it is not possible to clear up the concern with the Department, you may make an appeal under the University Academic Appeals Procedure.

Complaints by students

1. If you are dissatisfied with any aspect of your studies relating to either the educational provision or support services, you may make a complaint. This may cover such matters as teaching accommodation, provision of course information, quality of teaching, library services or relationship with Departmental staff. Matters relating to the outcome of any assessment are addressed through the Department’s policy on Appeals.) General areas of concern about provision affecting students as a whole should be raised through student feedback mechanisms, such as questionnaires, discussions with course tutors and course directors, your student representatives, and course committees.

2. The Department hopes and intends that complaints will be infrequent. But it is committed to maintaining and keeping under review an effective system for
complaints to be made and properly considered; and making clear to students how a complaint should be raised and how they can expect it to be treated.

3. Complaints will be dealt with confidentially by all parties involved, except where it is necessary to disclose information to carry out a fair investigation (e.g. your identity will usually be disclosed to a person who is the subject of the complaint).

4. If you have a concern or complaint, you should first of all seek to resolve it informally with your course director or course tutor, or, for example in connection with logistical matters, with the administrator of the course. They may wish to seek advice from other staff in the Department, for example where the case raises issues going beyond their previous experience, in relation to academic matters from the Registry and on other matters from the staff of the Departmental Administrator and Operations Manager.

5. In the event that this does not lead to satisfactory resolution, you should set out in writing to the Deputy Director responsible for managing your course a statement of the nature and grounds of the complaint, the steps already taken in seeking redress and the remedy which is being sought. The Deputy Director will acknowledge the complaint when received, and will deal with it as quickly as is consonant with a thorough investigation of the matter, and normally within not more than thirty working days of receipt.

6. If the Deputy Director decides to uphold the complaint, s/he may as appropriate close the issue with a letter of apology and/or other form of redress.

7. If the Deputy Director decides not to uphold the complaint, s/he will respond to you in writing setting out her/his determination.

8. If you are on a course leading to the award of a Certificate, Diploma or Degree, or to the award of academic credit, and are not satisfied with the outcome of the Department’s attempt to achieve a resolution, you may make a formal complaint under the University’s Student Complaints Procedure.