

University of Edinburgh

Appeal Guidance and FAQs for
Student Appeal Process

[Academic Appeal Regulations](#)

Contact:
academic.appeals@ed.ac.uk

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Guidance and Support

Appeals are handled under the Student Appeal Regulations. This booklet contains guidance solely intended as an aid to students in understanding the appeal process. Appeal cases are decided on a case-by-case basis and the guidance provided should not be considered prescriptive or binding on the appeal committee. The Student Appeal regulations can be found if you click here: [Student Appeal Regulations](#). If you have a procedure query not answered, you can contact the Appeal team via: academic.appeals@ed.ac.uk

As the department that administers the appeal process, the appeal team cannot provide advice or guidance on the strengths or merits of any potential appeal a student may make, as this would constitute a conflict of interest. Furthermore, the appeal team cannot review appeal statements beforehand and do not offer consultation appointments. The appeal team advise on procedural aspects of the University's appeal process via: academic.appeals@ed.ac.uk

For academic matters; the appeal team sits separately to the School and College so we are unable to advise on academic progress matters; we suggest that students approach their Student Advisors, Supervisors, Course Organisers or School Teaching Offices for support on personal and academic matters

The Edinburgh University Students' Association (EUSA) Advice Place has Academic caseworkers that can have a discussion about your circumstances and offer support. The Advice Place are independent of the University, and are able to offer free and impartial advice to students in matters relating to appeals. You can contact the Advice Place in the following ways –
Telephone - 0131 650 9225
Email - academic.advice@eusa.ed.ac.uk or advice@eusa.ed.ac.uk
The Advice Place: https://www.eusa.ed.ac.uk/support_and_advice/the_advice_place/

The *Student Wellbeing Service* is part of a range of health and wellbeing services that is available to all University students, including those during the appeal process: <https://student-wellbeing-service.ed.ac.uk/contact-us>

- Can I receive adjustments or help in completing my appeal form?

If you are unable to complete the form or require adjustments to support its completion, please get in touch with the academic appeals team via: academic.appeals@ed.ac.uk

Before Appealing

- What is an appeal?

An appeal is a request for a review of a decision made by a decision-making body e.g., the Board of Examiners; in relation to academic decisions, such as degree awards and classifications, course results, progression outcomes, academic misconduct mark penalties, exclusion (except on the basis of non-matriculation), outcomes under the Code of Student Conduct, decisions of the Fitness to Practise Committee and outcomes from the Support for Study Policy Stage 3.

- What cannot be appealed?

If a student attempts to appeal a mark or decision that cannot be handled under these regulations, the appeal will not be considered further. The appeal team is not responsible for forwarding emails to the

relevant departments; the student will be responsible for deciding whether to engage with another process or department.

Provisional Marks

Students cannot appeal **provisional marks** before they are ratified/finalized by the Board of Examiners or appropriate decision-making body. Students should check their EUCLID Student view for the published marks and if students would like to know when the Board of Examiners will be, they should contact their Teaching Office and can refer to the University [Key Dates](#). In most cases, EUCLID will demonstrate this advisory on provisional marks:

“The marks shown below are provisional and are subject to internal and external moderation. They may be modified up or down and will remain provisional under they have been ratified by the Board of Examiners.”

Admissions Applications

The appeal regulations are only in relation to decisions related to matriculated students. Appeals about admissions decisions are dealt with under the [Admissions Feedback, Appeals and Complaints Procedure](#)

Degree Transfers and course change requests

These are internal processes handled by the relevant Schools or Deaneries and are based a number of factors, including non-academic considerations. If you wish to transfer your degree or change your course, you should contact your School directly.

Exclusion due to non-matriculation

This is an automatic process when students do not engage with or meet the requirements of matriculation by the deadlines given and therefore is not open to appeal. Further details on matriculation can be found here: <https://www.ed.ac.uk/student-systems/support-guidance/students/matriculation/matriculation-intro>

Exclusion due to time-lapse

Every programme has a maximum degree completion period that details the absolute maximum length of time a student may have to complete their degree; this includes any concessions or authorised interruptions of study. The periods differ dependent on the programme itself; the programme level and the degree being studied. An appeal cannot overturn University regulations such as maximum degree periods as the appeal committee cannot provide concessions or further time. Therefore, an exclusion due to time-lapse cannot be challenged via the appeal process.

Exclusion due to debt

As exclusions due to debt are based on a legal or contractual arrangement with the University, in line with the [University fee policy](#). This is not an academic decision that can be challenged via the appeal regulations as the Appeal Committee does not have the cancel debt or remove a student's requirement to pay their fees.

Exclusion due to changes in Visa Status

Where a student has a University-sponsored student visa and their visa is cancelled or curtailed by UK Visas and Immigration (UKVI) for reasons outwith the University's control, they will be excluded in order to comply with the University's UKVI sponsorship duty, unless they have an alternative visa to study in the UK or the University agrees that they can continue to study from abroad. The Appeal regulations cannot interfere with or remove the visa requirements for international students studying in the UK. Therefore, exclusions on this basis cannot be challenged via the appeal process.

Withdrawal from Studies

Withdrawal from studies is a voluntary decision by a student to terminate their studies at the University and is separate from Exclusion in which a student is required to leave under the [Withdrawal and Exclusion from Studies Procedure](#). As withdrawal from studies is a voluntary decision, it is therefore not open to appeal. If a student wishes to discuss their withdrawal, they should approach their School office or Student Adviser.

Transcripts

An academic transcript is the official record of a student's ratified course and programme results, including the grade and mark awarded, where available. Therefore, the transcript must accurately represent a student's academic record and itself cannot be appealed. More information on transcripts can be found here: <https://www.ed.ac.uk/student-administration/order-documents/transcripts>

Decisions related to Fees and Funding

If you have concerns or dispute a fees or funding decision, you should review the below:

Fees: <https://www.ed.ac.uk/tuition-fees/contact>

Funding: <https://www.ed.ac.uk/student-funding/financial-support/disputes-appeals-and-fraudulent-applications>

Concession requests

Consideration of concessions requests are the remit of the relevant College or Deanery and cannot be appealed under these regulations. You may wish to contact the relevant College or Deanery to request a review of the decision or submit a complaint.

- How do I appeal and what should I include? Do you require a copy of my assessment?

A student is **required** to review the Appeal regulations and complete an appeal form. Students are asked to submit a factual statement explaining their appeal and how it meets the grounds; you may find it also useful to provide a timeline of events. Statements should be succinct and relevant; the length or complexity of the appeal submission can result in longer processing times.

Whether appealing under Ground A or B, students are asked to provide evidence and appeals should not simply be based on a student's opinion or assertions. Evidence should be sent as Word documents, PDF or jpegs. It is the student's responsibility to include any evidence they want considered and it is not the appeal team's role to gather evidence for you. The appeal committee **do not remark work** so do not require copies of assessments or dissertations. You may wish to submit the feedback you have received but only if it is relevant or evidences a ground for appeal.

For all appeals made under either ground, students are expected to provide relevant, contemporaneous evidence to support their submission. Appeals made without supporting evidence are unlikely to establish grounds for appeal. The Appeal Committee may assess the strength of the evidence appropriately in consideration of an appeal.

Please note that statements from friends, family, non-medical professionals or regarding incidents/diagnoses after mark release may carry less weight than evidence that is signed, dated, from the relevant period of the assessment or from a professional involved in the situation. If you decide to submit emails as evidence, please include the email information (date, time, sent to, from) and the full thread to accurately depict the conversation. Please refrain from sending extreme, upsetting or graphic images of yourself or others.

- What are the grounds for appeal?

There are two grounds for appeal; the wording for each ground may differ slightly depending on the decision being appealed and are listed in full in the regulations. However, the appeal grounds for academic decisions are as follows:

- Ground A: **Substantial information directly relevant** to the quality of performance in the assessment which for **good reason** was not available to the examiners when their decision was taken.
- Ground B: Evidence of irregular procedure or improper conduct in the conduct of an assessment or in the process of decision-making by the Board of Examiners or another relevant body or Officer.

Ground A

Please note that the appeal process **is not** for retrospective exceptional circumstances applications. In order for an appeal under Ground A to establish grounds, they will have to meet the following:

- The information is **substantial** (e.g., the information is of sufficient severity that it would have had a substantial impact)
- The information is **directly relevant** to the quality of the assessment performance (students have to demonstrate that the circumstances directly impacted how they performed in assessment)
- That there is **good reason** to why the student could not have informed the University at the appropriate time (typically via exceptional circumstances, student support offices, Disability and Learning Support Service etc.)

The following are **unlikely** to meet requirements of Ground A:

- General feelings of low mood, low level anxiety or nerves (especially before and during exams)
- A minor short-term illness or injury (e.g., a common cold), which would not reasonably have had a significant adverse impact on the student's performance
- Self-diagnosis
- Having pre-existing, long term or chronic health conditions or disabilities (including mental ill-health) which has not deteriorated or for which the University has already made a reasonable adjustment or accounted for
- Situations that are in and of themselves not of direct relevance to your performance in the assessment (e.g., an illness, accident, bereavement or injury from a number of years ago which could not realistically have impacted the performance in the assessment, or situations which occurred prior to study with the University)
- Loss of work not backed up, computer or printing problems
- Poor working practices such as Accidental submission of an incorrect document, wrong file type or a corrupted file, poor time management; misunderstanding of assessment instructions or deadlines
- Deadlines for work or exams being set close together
- Situations that are not verified or confirmed by contemporaneous evidence

The following are unlikely to be considered "good reasons" for not reporting the situation earlier:

- Not reporting due to embarrassment or shame
- Not believing that the circumstances would impact as much as they did
- Stating you were unaware of the support processes or unaware of the requirement to report
- Not reporting due to wanting to keep the information to yourself
- An expectation that School staff would not act reasonably

- Not expecting a bad outcome

Ground B

It is the student's responsibility to have read and be familiar with any relevant course or programme information, including how marking of work will operate, any deadlines for submission, and any progression criteria that you have to meet. The sole responsibility for the academic quality of your work is your own. Following the advice and guidance of a supervisor, and any such approving comments or lack thereof, carry no guarantee of success in assessment, and cannot be relied on as grounds for appeal.

Situations which **could** amount to Ground B:

- Evidence that assessed work has not been marked or moderated in line with agreed procedures
- Evidence that marks or average marks have been calculated incorrectly
- Evidence that a marker has exercised bias or prejudice (please remember that whilst you might disagree with feedback, fair and justified comment and criticism of your work does not automatically indicate bias, nor is it irregular or improper)
- Evidence that an examination was carried out improperly

The following list contains situations unlikely to meet the requirements of Ground B:

- Disagreement with a piece of feedback that you have received
- Feeling that the mark or classification you were awarded does not reflect the amount of effort put in
- A supervisor previously having indicated they had no issues with your work, or their advice and guidance offered
- A lack of awareness of the content of course or programme handbooks, including sections relating to progression criteria or classification decisions
- Your mark being close to, but not quite at, a classification borderline
- A complaint about the operation of a University policy that has been applied correctly

- Can I appeal multiple courses or decisions?

Yes. If you wish to appeal multiple courses or decisions, these can all be included on a single appeal form. If you attempt to submit multiple appeal forms at the same time, these will be combined and considered together with one outcome report issued.

- I disagree with the mark or degree classification I received, what can I do?

Whilst a student may be disappointed or disagree with the outcome of a Board or decision-making body, this does not represent a ground for appeal. Students cannot use the appeal regulations simply to challenge the academic judgement of a marker or the Board of Examiners. The Appeal Committee does not have the remit to change academic decisions and the University cannot award marks or classifications not in keeping with the regulations.

If you wish to find out more information about your classification, marks or feedback, you can approach your Student Adviser, Supervisor, Course Organiser or Teaching Office to discuss this further.

- What is academic judgement and why can't I challenge this?

Decisions taken by the University are made in compliance with the relevant University policy, regulation, or procedure. This is considered the proper exercise of academic or professional judgment by the appropriate decision-maker.

Academic judgement may be defined also as a judgement made about a matter where only the opinion of an academic expert will suffice. Students cannot mark their own work. It is accepted that academic staff who mark students' assessed work make a judgement about the quality of the work against an agreed marking scheme and their marking is subject to internal moderation. The final mark given is taken to be a reasonable judgement by an academic expert.

If a decision has been made in compliance with the relevant policy, regulation or procedure, a student may not appeal simply on the basis that they disagree or are disappointed with the decision. A student's disagreement or belief that they deserve a different outcome cannot constitute a ground for appeal. Students should be mindful that whilst they may wish to provide arguments to each piece of feedback received, students cannot mark their own work and without evidence establishing an appeal ground, this may be considered simply challenging academic judgement.

- **My appeal is not ready to send by the deadline, what can I do?**

Students should include all arguments and evidence they want to be considered. As per the regulations, more information or evidence cannot be considered at a later date. If your appeal is not ready by the deadline, the appeal team can consider short extension requests (typically 5 working days.)

If you want to request an extension, you must email the appeal team via: academic.appeals@ed.ac.uk detailing the date you received the decision/mark you wish to appeal and the reason you require an extension. Please note that any extension requests must be sent **before** the appeal deadline and cannot be retrospectively applied. The appeal team will consider your extension request and if approved, will inform you of the new deadline. If you require a longer extension, you can contact the appeal team to enquire about this; please note that longer extensions are usually only be given in exceptional circumstances. The appeal team will not grant open ended timescales for appeals.

- **I am a borderline student; will my classification be uplifted?**

The Taught Assessment Regulations defines borderline marks as marks from two percentage points below the class or grade boundary up to the boundary itself, e.g., 58.00% to 59.99%. Whilst a student's marks may be within the borderline definition this **does not guarantee escalation of their degree classification**. This means the Board simply has to consider borderline students in line with any locally set regulations/rules for escalation or if validated exceptional circumstances apply. Students should refer to their handbooks for details on how classifications are decided.

Please note that being close to or just missing a grade boundary is **not a ground for appeal**, the appeal committee do not have the remit to lower grade boundaries or upgrade classifications.

- **Can an appeal remark my assessment or provide additional marks?**

No. The appeal committee **does not have the remit to change academic decisions**. In the event of an upheld appeal, neither the Appeal Committee, Exceptional Circumstances Committee or Board of Examiners can award additional marks that are not justified by the assessment submitted. The Appeal Committee also cannot change or lower the pass mark for an individual student. The Appeal Committee **does not remark work**.

- **My Exceptional Circumstances outcome is not what I wanted. Can I appeal this?**

Even where an exceptional circumstances application has been accepted, it does not guarantee that a specific outcome will be given. Recommendations may be made by the Exceptional Circumstances Committee to the Board of Examiners but these recommendations are not binding and ultimately it is

the responsibility of the Board of Examiners to decide on any final outcome. Whilst a student may be disappointed in the outcome from the Board, submitting an appeal simply because a student does not agree with the outcome can be seen as challenging academic judgement. We appreciate that an outcome of “No further action” may be disappointing but this is a published possible outcome of the Board of Examiners and it is within their remit to award.

- **I have been found to have committed academic misconduct, can I appeal this?**

Students may only appeal this decision if it has led to a mark penalty being applied. When an instance of academic misconduct is determined by a CAMO or SAMO and a mark penalty given, this must be ratified by the Board of Examiners and therefore is open to appeal. Students cannot challenge the finding of academic misconduct as this is a determination made by the CAMO or SAMO on the basis of their investigation and their judgement. Therefore, students should not appeal a mark penalty simply because they disagree with the outcome given, as this would be considered an attempt to challenge academic judgement and instead grounds must be established as a Code of Conduct appeal.

- **Can an appeal remove the requirement to repeat a year?**

No. The appeal committee does not have the remit to change academic decisions and even if an appeal is upheld, they cannot remove the programme requirements or taught assessment requirements on progression.

- **I’m not satisfied with the supervision I received, is this an appeal ground?**

Students are expected to raise any concerns to the School at the time to allow the opportunity to address or rectify any issues. If a supervisor did not follow the appropriate processes this may be grounds for appeal, if evidenced. However, general dissatisfaction or disagreement with your supervision is not considered grounds for appeal and instead you may wish to explore the University Complaints Procedure.

Students should be aware that it is their sole responsibility, not their supervisor’s, to meet the requirements of the examiners. Any approval or absence of criticism by a Dissertation/Project supervisor, Research supervisor or member of teaching staff, or following the advice and guidance of a supervisor or member of teaching staff carries no guarantee of success in an assessment. Any such comments, or their absence cannot constitute a ground for appeal.

- **What do I do if I am unhappy with feedback or comments from the markers?**

Students are encouraged to approach their Course organizer or teaching staff to discuss their marks/feedback further in order to gain understanding of the comments given. If you have any concerns about the mark scheme, the School should be able to guide you on the marking and moderation processes. If you wish to appeal, students are reminded they must meet the grounds for appeal and provide the relevant evidence. If a student appeal is based simply on their disagreement or their opinion of the marks/feedback, this may be considered challenging academic judgment which is not permitted.

Please note that a perceived lack of feedback is not grounds for appeal unless you have been explicitly guaranteed a level of feedback to be provided. Students may wish to raise their concerns directly to the School regarding this or consider the University Complaints procedure.

- **There was an issue during my exam; can I appeal this?**

If there was an issue during an exam, it is expected that students report this at the time, either to the invigilator or their School to gain further advice or use the exceptional circumstances process. When an issue during an exam arises; such as an error in an exam paper; it typically will be reported by the invigilators to the School/relevant department. The School will then review this and may decide whether mitigations need to be considered to address any issues and this will be discussed and approved by the Board of Examiners. If an exam issue was known, reported and mitigated against by the Board of Examiners, the error would then not necessarily represent a Ground B appeal simply because it happened as the Board would be seen to have taken already taken this into account.

- **Can I send more information or evidence after my appeal submission?**

No. The appeal regulations and form state you must include all information or documentation that you wish to be considered upon submission, by completing the appeal form, you are confirming the submission is complete. Additional information cannot be considered after the appeal is submitted as the appeal process may have already begun.

Please refrain from sending multiple appeal versions or requests. The appeal can only consider the submission that is confirmed as final and complete. Further submission of the same information will likely delay consideration as confirmation will be sought on which version is final. Resubmitting the same appeal multiple times will not result in your case being considered ahead of other students and is not good practice.

- **I am at the maximum duration of my programme – can I challenge this?**

No. Every programme has a maximum degree completion period that details the absolute maximum length of time a student may have to complete their degree; this includes any concessions or authorised interruptions of study. The periods differ dependent on the programme itself; the programme level and the degree being studied. Even if a student has validated Exceptional Circumstances, a further attempt or repeat year is not possible. The Appeal Committee cannot overturn this duration or provide a further extension. Please refer to the [Degree Regulations and Programme of Study](#) details on maximum duration.

Timescales & Late Appeals

- **Timescales for appeals?**

Academic Decisions

For undergraduate students:

Final Year: within 30 working days of being informed of the decision.

All other UG years: within 10 working days of being informed of the decision.

For postgraduate students:

All: within 30 working days of being informed of the decision.

Exclusion decisions

All: within 10 working days of the decision being issued.

Student Fitness to Practise Decisions

All: within 10 working days of the decision being issued.

Code of Student Conduct

All: within 10 working days of the decision being issued.

Support for Study Stage 3

All: within 10 working days of the decision being issued

****** Working days refer to Monday – Friday (excluding weekends). The appeal office only closes during the Winter break period so these closure dates do not contribute to the timescales.

- I want to submit a late appeal, what is required?

If a student misses the appeal submission deadline, an appeal form can still be submitted but it will be considered a **late appeal**. Please note that appeals that over one year late **will not be accepted under any circumstances. Late appeals must be submitted in the one year following the mark/decision that is being challenged.** For example; if you are appealing a decision from 01 September 2025, you have until 01 September 2026 to submit your appeal.

If an appeal is submitted late, it is therefore subject to Regulation 41: *“Appeals which are received outside of the timescales stated above are regarded as late and will only be accepted for consideration if extraordinary circumstances are evidenced. The decision as to whether or not extraordinary circumstances exist will be taken by either the Student Appeal Committee or the Student Fitness to Practise Appeal Committee. Appeals submitted over one year late will not be accepted under any circumstances.”*

In addition to the standard appeal submission, students should also provide additional information explaining the extraordinary circumstances for why the appeal could not be submitted on time.

Please be aware, whilst an appeal against a degree classification or progression decision may be submitted on time; students should not use this as a route to raise late appeals on courses that are out of time. For example, if an appeal is raised regarding a degree classification that challenges Year 3 courses; those courses may still be treated as a late appeal or, if they are over a year past the mark release date, they will not be considered as they are out of time.

- How are late appeals considered?

Appeals which are submitted past the deadline must establish extraordinary circumstances before they are considered further and is the relevant Student Appeal Committee’s remit to decide if the circumstances are extraordinary. Therefore, when a late appeal is submitted, the appeal committee will first review any reasoning given for its lateness, if they determine there is extraordinary circumstances to justify the late appeal, it will be considered as standard. If the appeal committee determines that no extraordinary reasoning is established for the late appeal, the appeal will be rejected.

Any appeal that attempts to challenge marks/decisions over a year later will not be accepted and may be issued with a completion of procedures letter.

During the Appeal Process

- I’ve submitted my appeal – what happens next?

If an appeal is submitted with the appeal form, a member of the appeal team will screen the submission to ensure it has been submitted correctly, the appeal form is complete, whether the decision is open to appeal and if the appeal is on time. Following this screening, students will typically receive an email acknowledging their submission.

If there is any issue or query with your appeal submission, the appeal team will be in touch. If you do not respond or engage with the appeal team, the case may be withdrawn as it cannot be considered further.

The appeal case will be assigned to a caseworker who will prepare the appeal for presentation to the Appeal Committee. The Appeal Committee make the final decision on whether the appeal is upheld or not upheld. Following this, the outcome report will be communicated to the student.

- **What is the role of the appeal committee?**

The appeal committee members are academic members of University staff responsible for reviewing each appeal case and make a final decision on whether grounds have been established and if the appeal is upheld or not. The Appeal committee can request further information to support their review however, it is not the responsibility of the committee to gather evidence or investigate on the student's behalf. If you wish to rely on something in your appeal, it is expected that this information or documentation has been submitted.

Please note that the appeal committee can only provide the outcomes of upheld or not upheld and does not have the remit to remark work or change academic decisions. Whilst an appeal committee may provide comment in their reports; these are not binding on other Boards/bodies and may simply reflect the opinion of the committee.

- **Can the appeal committee access all the emails I have sent to the University?**

No, the appeal committee may have access to some information on EUCLID however, the appeal team nor the committee can access confidential notes, all student or staff emails or learning resources. The appeal committee may ask for further information to be provided by the School or College, however, if the student wants the appeal committee to consider specific information or emails, these should be included in their appeal submission. The appeal regulations are clear that students are responsible for submitting all information or documentation they wish to rely on; this cannot be submitted at a late date.

- **Will my appeal be shared with my School?**

As an appeal is usually in relation to a decision made by or involving the School/College, the appeal team or committee may need therefore to contact the relevant area for further information or clarification in response to the appeal so the appeal would then be shared. The appeal information would only be shared relevant staff and it would not be appropriate for the appeal team to withhold information relevant to the School decision.

We expect that students supply truthful and accurate representations and evidence in their appeal. However, if any falsified information is submitted and this is identified, students may be referred under the [Code of Student Conduct](#)

- **Does an appeal impact my student status – can I still graduate, will it prevent me from being excluded and how does it impact my Visa?**

Submission of an appeal does not alter a student's status, nor pause or prevent the application of any decision being appealed against. Therefore, the decision of a Board of Examiners, or other relevant Committee, remains unchanged while the appeal process is carried out.

For example, any recent student appealing against exclusion from studies remains excluded during the appeal process. Any decision of the College Student Fitness to Practise Committee remains in force during the appeal process. Any penalties imposed by the Student Discipline Officer, the Academic Misconduct Officer or the Student Discipline Committee will remain in force during the appeal process.

If you have been awarded and are due to graduate, the appeal process does not impact or prevent your graduation. Appeals can continue to be considered even after graduation.

In relation to your visa, submitting an appeal will not change or prevent your visa requirements or expiration; for queries on Visa implications, please contact the Student Immigration Service:
<https://www.ed.ac.uk/student-administration/immigration/contact-us>

- **I have choices to make but I am awaiting the outcome of my appeal, what should I do?**

The appeal team understands that some students may have academic or other decisions to make based on the mark/decision they have received. Whilst you may have submitted an appeal, this does not alter a student's status nor pause or prevent the application of any decision being appealed against. As the timescales for appeals being processed may vary, students are advised to not delay making any academic decisions or other choices to await the outcome of an appeal. Students should make any decisions on the basis of the original decision from the Board or committee rather than on the possible outcome of the appeal. Moreover, if a student has a required resit, this will not be prevented by the appeal submission and these deadlines would still be applied.

- **Will I receive updates on my appeal?**

No. Upon submission of your appeal, it will be screened and once logged you will receive an acknowledgement email detailing the timescales in place and any other relevant information. There are very few stages of the appeal process and this is why **updates cannot be given** as cases will be acknowledged, assigned to a caseworker, considered by the appeal committee and then an outcome provided.

As each case is considered on a case-by-case basis, no individual timescale or indication of outcome can be given. Therefore, updates are not provided by the appeal team and students will be contacted when an outcome can be shared.

- **I have lost access to my University email account; how will I receive my outcome?**

When you complete your appeal form, you are asked for an alternative email address; any outcomes will be sent to both the University and alternative email address so please ensure you list an account that you can access. Students are responsible for checking these accounts regularly.

- **I have been contacted regarding “voluntary action” or “action beyond that of an upheld appeal” being taken; what does this mean?**

The appeal team may be informed that action is already being taken by the School to reconsider the decision being appealed outside of the appeal process. The appeal caseworker may also reach out to your School and inform them of your circumstances. Following this, some Schools may not require an appeal to reconsider the decision and voluntarily take action to do so. If a School has already taken action to reconsider/resolve the matter or is planning to, the appeal team will reach out to inform you and withdraw the appeal as no longer required.

The appeal regulations state: *“If actions or consideration, equivalent to or beyond that of an upheld appeal outcome are offered from elsewhere in the University, without the need for a decision from the Appeal Committee, the appeal may be determined as no longer required and withdrawn. This determination is made on the basis that no further action can be offered via the appeal regulations or that the decision subject to appeal is to be revisited. Academic Services staff have the remit to make this determination. If an appeal is withdrawn, an explanation will be provided.”*

It is noted that the only outcome of an upheld appeal is for the decision to be reconsidered, if this has already happened or the actions of the School/College is beyond that of the appeal process, the case will be withdrawn. This is because the appeal process cannot change academic decisions and would not be able to provide any further actions via this process. Whilst a student may not receive their preferred outcome via voluntary reconsideration, this is not a ground for appeal; the decision on academic outcomes remains solely that of the Board of Examiners/Relevant decision makers.

- **More information was requested but I missed the deadline to respond. What happens now?**

In line with the appeal regulations, it is the student's responsibility to respond to any queries or requests for further information from the Appeal Team by the time limits set. If a student does not respond or misses the deadline, it is likely your appeal will be withdrawn and the case closed. If you still wish to appeal, you would be required to resubmit, in which case you would have to address the lateness of the appeal, previous communications and the reasoning for the non-response. Students are typically given 5 working days to respond to queries but if more time is required, students may request this from the Appeal team or advise of any reason why a response cannot be made by the deadline.

- **The matter I was appealing has been resolved, what should I do now?**

If your appeal matter is resolved via another process or you no longer wish for your appeal to be considered, please contact the appeal team to update them on this. Your appeal will then be withdrawn.

Outcomes

- **My appeal has not been upheld – can I appeal again or have my case reopened?**

No. The appeal regulations are clear that once you receive the outcome from the appeal committee, this decision is **final** and there is no further opportunity to appeal this decision again, reopen the case or submit any further representations.

Please note, the appeal committee will be made aware of past appeal submissions, if relevant. Students cannot use an appeal of a degree classification or progression decision to reopen previous course appeals; this would be seen as attempting to appeal the decision again and would not be considered.

- **My appeal has been upheld – what happens next?**

When an appeal is upheld, this means the outcome report will be sent to the original decision maker e.g., Board of Examiners Convener, who will be asked to **reconsider** the decision in light of the upheld appeal information. Please note, that if some aspects of the appeal are upheld and some aspects are not upheld, the decision maker is only required to consider the upheld elements.

Whilst an appeal may be upheld, **there is no guarantee that this will result in a change of mark/decision** and no guarantee you will receive your preferred outcome. Instead, the decision is returned to the original decision maker to consider the appeal information and they will inform you of the outcome of their reconsideration. When an appeal is upheld, the relevant decision maker or department will be copied into your outcome.

- **I have still not heard from the Board following my upheld appeal – who should I contact?**

When an appeal is upheld and returned to the decision maker for reconsideration, there may be further organization needed by the School/Department. Please note that after the appeal outcome is issued, this marks the end of the appeal process, timescales and the Appeal team's involvement. Any further consideration taken by the School/College is organized by that area and may require further time so your patience is appreciated whilst it is being reconsidered.

The relevant decision maker or School should update you following the reconsideration. After a reasonable period of time if you have not heard from them directly, you can contact the decision maker or School who was copied into your outcome.

- **I'm unhappy with how my appeal was considered, who do I contact?**

Once the University appeal process is complete and the final response has been sent, if a student is dissatisfied with the way in which the appeal was handled by the University, they have the right to complain to the office of the Scottish Public Service Ombudsman (SPSO):

<https://www.spsso.org.uk/spsso> The SPSO will consider the case and make a decision on whether to investigate. It is important to note that the SPSO can only investigate whether an appeal has been handled appropriately by the University.