



University
Centre Leeds

Leeds City College

Higher Education

General Appeals Policy

Owner: HEDO

Policy Introduced: June 2015

Last Review: September 2019

Next review: July 2021

Endorsed by: PM Meeting & HE Academic Board

Scope and Purpose of Policy

This policy applies to general appeals (excluding academic appeals) made in relation to processes and procedures associated with Leeds City College Higher Education awards, and seeks to uphold the principles of fairness, consistency, equity and equal opportunities.

Its purpose is to ensure that general appeals are dealt with fairly, efficiently, in a timely manner and in accordance with the precepts set out in the Quality Assurance Agency UK revised Quality Code for Higher Education : Concerns, Complaints and Appeals, and the Office of the Independent Adjudicator (OIA) Good Practice Framework for Handling Complaints and Academic Appeals.

Distinction Between Appeals and Complaints

This policy, and its accompanying process, applies to all, except academic appeals, and could include those relating to the following:

- Admissions decisions;
- Bursary payment decisions;
- Programme approval decisions;
- Approval of External Examiners;

Other matters of complaint involving a student and the college will be referred to as complaints and will be considered under the Leeds City College Complaints process.

This policy (and the academic regulations that underpin it) refers to individual student students.

Policy	Higher Education General Appeals Policy	Quality Code Ref
Grounds For Appeal	<p>This policy relates to any matters against which decisions are made that fall outside of the definition of Academic Appeals.</p> <p>Within the context of Leeds City College's Higher Education provision Academic Appeals are defined as:</p> <ul style="list-style-type: none"> • A request that is made to review a decision that has been made in relation to the progress of the appellant on his/her programme of study, including the award of any qualification as a result of that progress. <p>Any other matters relating to the programme and student lifecycle will be covered by this policy and its accompanying process. Typical matters covered by this policy would be:</p> <ul style="list-style-type: none"> • Admissions decisions; • Bursary payment decisions; • Programme approval decisions; • Approval of External Examiners; 	<p>Concerns, Complaints and Appeals</p> <p>Core Practice</p> <p>Guiding Principles 1, 2, 3</p>
Impartiality	<p>No person shall be permitted to take part in the decision making process regarding an appeal where s/he has an interest through being a member of the same academic department in which the appellant is registered, or through being involved in any associated decision making processes.</p> <p>Any person who may be involved in the making of a decision regarding an appeal shall be required to declare an interest where s/he has any other material connection with the appellant, and shall thereby be disqualified from being involved in the making of the decision.</p>	<p>Concerns, Complaints and Appeals</p> <p>Core Practice</p> <p>Guiding Principles 6</p>
Appeals Process	<p>The process to be followed in the case of a general appeal is fully outlined in the General Appeals Process document. Information relating to this process is included in the relevant student guides which are available via the VLE.</p>	<p>Concerns, Complaints and Appeals</p> <p>Core Practice</p> <p>Guiding Principles 1, 2, 3</p>
Independent Review	<p>If a student disagrees with the outcome of an appeal and has exhausted this system then are entitled to access the Office of the Independent Adjudicator (OIA) www.oiahe.org.uk</p>	
Staff Development and Training	<p>All staff associated with the handling of academic appeals will be given appropriate training and development and meet the requirements of the awarding body and where appropriate, the Quality Assurance Agency Quality Code and the OIA Good Practice Framework for Handling Complaints and Academic Appeals.</p>	

Policy	Higher Education General Appeals Policy	Quality Code Ref
Equality and Diversity Statement	This policy will be implemented in accordance with the College's Policy on Valuing Diversity and with consideration of public information guidelines set out by awarding bodies and where appropriate, the QAA Quality Code and the OIA Good Practice Framework for Handling Complaints and Academic Appeals.	Concerns, Complaints and Appeals Core Practice Guiding Principles 6
Review and Evaluation	A report of all General Appeals will be included in the Annual Review. The General Appeal process will be reviewed on an annual basis to ensure that it is current, fit for purpose and accessible to students.	Concerns, Complaints and Appeals Common Practice
Associated Documentation	<ul style="list-style-type: none"> • General Appeals Process • Student Guide to Appeals and Complaints 	