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| Academic Quality Handbook  **Appendix 5.18c**  **Form for Appeals and Complaints**  **Part A** | | | | | | | | | | | |
| **To be completed by:** anyone who wishes to formalise an academic appeal (including appeals against class certificate refusal [C7]) or complaint. | | | | | | | | | | | |
| The University is committed to providing a high level of service at all times. The University recognises, however, that there may be occasions when members of the public or students feels that the level of service or treatment that they have received from the University has fallen short of what might reasonably be expected. It is also recognised that sometimes students may consider that they have grounds to appeal against their academic results.  This purpose of this form is to gather the relevant information to permit the University to investigate and respond to your concerns. | | | | | | | | | | | |
| Name(s) |  | | | ID No.(s) | | |  | | | | |
|  | | | |  | | | | | | | |
| Programme of study |  | | | | | | | | | | |
|  |  |  | |  | | | | | |  | |
| Contact Details including preferred email address for correspondence | | | | | | | | | | | |
| Address: |  | | | | | | | | | | |
| Email: |  | | | | | | | | | | |
|  | | | | | | | | | | | |
| Are you appealing a decision to withdraw a Class Certificate (C7)? | | | | | Yes: | | |  | No: | |  |
|  | | | | | | | | | | | |
| If yes, please indicate the course: | | |  | | |  | | | | | |
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| What is the issue you wish the University to investigate? | | | | | | | | | | | |
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| What action have you taken to try to resolve this matter already? | | | | | | | | | | | |
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| Have you consulted any of the following? | | | | | | |
| Informally with school or department | |  | Class Representative /other students | | |  |
| Adviser of Studies/Personal Tutor | |  | Student Association (AUSA) | | |  |
| Other | |  |  | | |  |
|  | | | |  | |  |
| Please specify the name of the person you spoke to or give details of the reasons for not having made an informal approach regarding this issue | | | | | | |
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| Has a remedy been offered? | | Yes |  | No |  |  |
| If so, what was offered? | | | | | | |
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|  |  |  | |  | |  |
| Please explain why this is not acceptable and what remedy (or outcome) it is that you are seeking? | | | | | | |
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| What evidence do you have to support your case? Please attach any supporting documentation | | | | | | |
|  | | | | | | |
|  | |  | |  | | |
| Remember to attach all the evidence you have to support your case to this form. Normally no other evidence will be accepted from you after you submit this form. | | | | | | |
| If you are submitting this form outside the permitted timescales (for appeals, five working days from being unable to resolve the matter informally; and for complaints, six months from first becoming aware of the problem) please give details below to explain the reasons for this. | | | | | | |
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| **I have read and understood the University’s Policy and Procedures on Student Appeals and/or the Complaints Handling Procedure. I have read and understood the University’s Unacceptable Actions Policy.** | | |  |  |
| Signed: |  |  |
| Date: |  |  |