

## FREQUENTLY ASKED QUESTIONS

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### What is an appeal?

An appeal is where a student seeks a review of an academic decision made by the University. An appeal could relate to any academic decision, for example, about admission (or re-admission) to study, an assessment (examination of coursework), a degree or programme classification, a class certificate, progression within a post-graduate programme of study or termination of study on academic grounds.

### What is a complaint?

A complaint is where a student feels that the level of service or treatment that they have received from the University has fallen short of what might reasonably be expected. Examples might include complaints about teaching or residential accommodation, about the behaviour of staff or other students or about how a course or programme was delivered. In some cases elements of complaint and appeal may be linked, for example where a student believes that problems associated with a course or programme contributed to poor academic performance.

### How do I submit an appeal or complaint?

The University operates a [POLICY AND PROCEDURES ON STUDENT APPEALS](#) and [COMPLAINTS HANDLING PROCEDURE](#) providing frameworks through which you, as a student of the University, can formalise any concerns you may have about aspects of your academic or non-academic experience.

Full details of these processes, including how to lodge a complaint or an appeal, are available at: <https://www.abdn.ac.uk/infohub/study/appeals-and-complaints-procedures.php>

### I don't understand the process - what should I do?

Full details of these processes, including how to lodge a complaint or an appeal, are available at: <https://www.abdn.ac.uk/infohub/study/appeals-and-complaints-procedures.php>

If you remain unsure what to do you can contact the Aberdeen University Students' Association's Information and Advice Centre (contact details are also available at

<https://www.abdn.ac.uk/infohub/study/appeals-and-complaints-procedures.php> and in the Appeals and Complaints Procedures).

### **I don't know who to approach to discuss my appeal/complaint. Who should I talk to?**

In most cases your first point of contact will be an appropriate person in the School or Section in which your appeal or complaint has arisen and will be to raise the matter informally. For example, if you think you have an academic appeal you may wish to approach your course tutor or lecturer who may in turn put you in touch with the appropriate course co-ordinator (or in some cases a phase, level or year co-ordinator). School or Section offices will also be able to help provide you with the name you require. If you still can't work out who to speak to, the Students' Association can help you make contact.

### **I believe that illness (or other personal circumstances) affected my performance in the examination (or assessed coursework). What should I do?**

If you believe that illness and/or other personal circumstances may have affected your performance in an element of assessment (i.e. assessed coursework or an examination) full details on the action you must take are available in the [University's Policy and Procedures on Student Absence](#).

### **I'm unhappy with my marks. Can I appeal?**

You can appeal but only on limited grounds. You cannot appeal simply because you are unhappy with your marks. The academic judgement of your examiners cannot be questioned unless you believe that they either followed the wrong procedure, were not impartial, or did not have the authority to make the decision they did. An academic decision will only be reviewed if you can demonstrate that one or other of these conditions applies.

### **I am appealing against a decision to prevent me from progressing to the next stage of my degree programme. Can I register for the next Academic Year?**

Yes. If you are otherwise qualified, and provided that you have not reached the end of the programme, leading to the award for which you are currently registered, then you will be entitled to register as a student for the next academic year. For full details see the University's Guidance Note on the Status of Students Pending an Appeal or Complaint. Please note that your registration will be temporary and will be dependent on the outcome of your appeal. If your appeal is not upheld your temporary registration will lapse.

### **I have submitted an appeal or complaint. Who do I contact to see how it is progressing?**

After submitting an appeal or complaint you will be sent a letter giving you a reference number for your case and contact details for your Case Officer. This person is your point of contact for all aspects of your appeal or complaint. If you are unsure who your Case Officer is you can contact the Academic Services team at [academicsservices@abdn.ac.uk](mailto:academicsservices@abdn.ac.uk).

### **How long will it take to hear my appeal/complaint?**

The timescale for the various stages of an appeal or complaint are outlined in the [POLICY AND PROCEDURES ON STUDENT APPEALS](#) and [COMPLAINTS HANDLING PROCEDURE](#). Occasionally, complex appeals or complaints will take longer but we will ensure that you are kept fully informed if there are any delays.

**Can I appeal against a C7?**

Yes. If you wish to appeal a C7 formally you must follow the University's Appeals Procedure.