

CPRQS10 – Student Complaints and Academic Appeals Form

University Programme Division UK	
Document Code	CPRQS10
Document Name	Student Complaints and Academic Appeals Form
Version	23_01
Last Updated	April 2023
Summary of Changes since previous version	N/A

Introduction

This form should be used for the submitting of an official Student Complaint or Academic Appeal when no satisfactory informal resolution has been arrived at by the complaining or appealing party and responding College*.

Please submit this form to the Navitas UPE Academic Registry **no later than two months** after the issue that you are complaining about has occurred, or **no later than two months** of the publication of the Module Panel or Assessment Board result/decision that you are appealing. Submissions after this timeframe will not normally be considered.

The Navitas UPE Regulations for Student Complaints and Academic Appeals are detailed in the **QS10a Student Complaints and QS10b Academic Appeals** policies. Please read them before filling in this form.

Please send this completed form along with any additional supporting evidence to UPE.AcademicRegistry@Navitas.Com within the **two-month** timescale. You shall normally receive an acknowledgment of receipt within **ten working days**.

**Please interpret 'College' as 'Campus' where applicable*

Details

If you are submitting a group Student Complaint, please nominate a spokesperson and provide only their details.

Name	Navitas Student Number
Telephone Number	Email Address
Navitas College / Campus	Group Complaint (Y/N)

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Student Complaint or Academic Appeal

This form covers both the Navitas UPE Student Complaints and Academic Appeals Procedures.

Definition of a Student Complaint

A Student Complaint is defined by the Office for the Independent Adjudicator of Higher Education (OIAHE), as “an expression of dissatisfaction by one or more students about something a provider has done or not done, or about the standard of service provided by or on behalf of the provider”. It can be brought by one or more students against one or more individuals working for a Navitas UPE College or University Partnerships Europe (UPE).

Examples of Student Complaints

- Failure by Navitas UPE to meet obligations including those outlined in learning contracts or course/student handbooks
- Misleading or incorrect information in publicity or promotional material and other information provided by Navitas UPE
- Concerns about the delivery of a programme, teaching or administration provided by Navitas UPE
- Poor quality of facilities, learning resources or services provided directly by Navitas UPE
- Complaints involving other organisations or contractors providing a service on behalf of Navitas UPE
- Some University Partners may allow students to make a Student Complaint relating to the academic provision of a Navitas UPE-run programme directly to them. In such cases, Navitas UPE will facilitate the process where possible

This list is not intended to be exhaustive and, where appropriate, other matters will be considered under the Student Complaints procedure.

The following Complaints cannot be made under the Student Complaints procedure:

- Student Complaints raised anonymously will not be considered under this procedure (but see 'Anonymity' section below)
- Decisions which amount to "academic judgement" including any decision that is made by an Academic Committee or Board of Examiners. These are covered by the regulations for Academic Appeals (**QS10b Academic Appeals**)
- Decisions made in relation to mitigating circumstances. These are covered by the regulations for the consideration of mitigating circumstances (**QS09 Assessment**)
- Student Complaints about issues over which Navitas UPE has no control
- Student Complaints submitted more than two months after the act or omission being complained about are not normally considered
- Navitas UPE will investigate all Student Complaints as fully as possible. Therefore, students are not allowed to submit a subsequent Student Complaint if the content is substantially similar to one already considered
- Student Complaints which are covered by other procedures

Definition of a Student Academic Appeal

An Academic Appeal is defined by the Office for Independent Adjudicator of Higher Education (OIAHE), as "a challenge to or request for reconsideration of a decision by an academic body that makes decisions on student progress, assessment, and awards. This may include a request to change marks or progress decisions, or final award classifications".

Examples of Academic Appeals

The grounds on which students are permitted to lodge an Academic Appeal are restricted to one or more of these four areas:

- A procedural irregularity in the assessment process
- Bias or reasonable perception of bias
- Circumstances affecting the student's performance where, for good reason, the academic body was not made aware of a significant factor relating to the assessment of a student when it made its original decision

- A challenge to the outcome of a student's request for additional consideration of personal circumstances which have affected their performance

Exclusions under the Academic Appeals Procedure

The grounds for raising Academic Appeals are restricted to those four areas listed above. However, for the avoidance of doubt, students are explicitly excluded from lodging an Academic Appeal, and may be encouraged to raise a Complaint instead, on any of these grounds:

- The view that poor teaching, supervision, academic advice or guidance affected a student's performance. In such circumstances a student may submit a Complaint under the Student Complaints Procedure (**QS10a Student Complaints**)
- A disagreement with the academic judgment of an examiner or of the Module Panel or Assessment Board in assessing the merits of an individual piece of work, regardless of whether this disagreement is held by the student, a friend, parent, or expert in the discipline of study
- Any decision relating to the assessment, progression and/or exclusion based on the marks, grades and other information relating to a student's performance (In such circumstances a student is advised to request feedback from their tutor)

Please indicate whether you think this is a Student Complaint or an Academic Appeal by placing an **[X]** in one of the boxes below.

[] Student Complaint [] Academic Appeal*

*An Academic Appeal can be based on one or more grounds. If you think your dispute relates to one or more of these, please place an **[X]** in all applicable boxes.

[] A procedural irregularity in the assessment process

[] Bias or reasonable perception of bias

[] Circumstances affecting the student's performance where, for good reason, the academic body was not made aware of a significant factor relating to the assessment of a student when it made its original decision

[] A challenge to the outcome of a student's request for additional consideration of personal circumstances which have affected their performance

Nature and Details of the Student Complaint or Academic Appeal

Please outline the details of the Student Complaint or Academic Appeal that you are making. Make sure that you include information on all the steps that you have taken so far.

Informal Concern Stage

Please indicate which steps you have already taken to resolve this Student Complaint or Academic Appeal informally and why you are unhappy with the outcome of this stage of the process.

Desired Outcome

Please indicate what you would like to achieve in making this formal Student Complaint or Academic Appeal.

Evidence

Please list all evidence that you are providing in support of your Student Complaint or Academic Appeal. This may include attachments of documents, email correspondence or excerpts from relevant regulations.

If you cannot provide evidence, please explain why you cannot in the below box.

Declaration

Please read and then acknowledge each of the statements below by placing an **[X]** in the corresponding box.

I have read the Navitas NPR QS10a Student Complaints / QS10b Academic Appeals Procedure (delete whichever is not applicable)	
I understand that Navitas may need to process personal details about me, which could include sensitive information, in order to investigate my Student Complaint or Academic Appeal	
I understand that Navitas may need to discuss this matter and exchange information with members of staff of the College and/or University Partner	

This matter has not been referred to a Court, Tribunal or any other party such as the OIAHE. I will inform you immediately if this changes	
The information I have given on this form is true, correct, and complete, to the best of my knowledge	
Name: Date:	