

ACADEMIC APPEALS POLICY

1.0 PREAMBLE

- 1.1 Metanoia Institute has developed this Academic Appeals Policy in accordance with the principles established by Chapter B9: Academic Appeals and Student Complaints of the UK Quality Code for Higher Education (hereinafter referred to as “the Quality Code”).
- 1.2 Our application of this Academic Appeals Policy is underpinned by our corporate vision and mission statements as well as a set of aims that inform our approach.

2.0 SCOPE

- 2.1 This Academic Appeals Policy governs all activities, processes and information related to academic appeals in respect of Metanoia Institute’s higher education programmes of study.
- 2.2 This Academic Appeals Policy applies to all staff (i.e. full time, part time and/or part time staff without fixed working patterns) as well as other workers (including contractors and visiting trainers) involved in academic appeals in respect of Metanoia Institute’s higher education programmes of study.
- 2.3 This Academic Appeals Policy applies to all students (i.e. full time and/or part time) enrolled on one of Metanoia Institute’s higher education programmes of study, with the caveat that research-degree students may only use the internal academic appeals process for assessments undertaken in Part 1 of their programme of study; in the case of assessments undertaken in Part 2 of their programme of study, research-degree students must follow the guidance in 8.8: External Appeal.
- 2.4 In order for our Academic Appeals Policy to be successfully embedded, Metanoia Institute recognises that there must be clear lines of responsibility and accountability, and that there must be adequate training, support and guidance to enable staff to implement this policy consistently and equitably.

3.0 ROLES AND RESPONSIBILITIES

3.1 Registry Officer’s Responsibilities

- 3.1.1 The Registry Officer is responsible for administering the academic appeals process; this includes keeping a log of all academic appeals and their progress and/or outcome, corresponding with all stakeholders and annotating students’ academic records as appropriate.

3.2 Academic Quality Manager’s Responsibilities

- 3.2.1 The Academic Quality Manager is responsible for ensuring that Metanoia Institute’s Academic Appeals Policy is established in accordance with the principles established by Chapter B9 of the Quality Code as amended from time to time, for convening and servicing Appeal Panels, for providing Appeal Panels with routine advice regarding applicable institutional and programme-specific regulations and for reporting academic

appeals data to Metanoia Institute's Academic Board and Quality & Standards and Joint Staff Student Committees.

3.3 Faculty Heads' Responsibilities

3.3.1 Faculty Heads are responsible for making themselves available to participate in, and Chair, Appeal Panels on a rotational basis in order to ensure that appointees will have had no previous involvement with any case they are hearing and for conducting any Appeal Panels in which they participate in accordance with this Academic Appeals Policy and any applicable institutional and programme-specific regulations as well as in accordance with the principles of natural justice.

3.4 Student Representatives' Responsibilities

3.4.1 Student Representatives are responsible for making themselves available to participate in Appeal Panels on a rotational basis in order to ensure that Metanoia Institute's student voice is represented in decision-making and for conducting any Appeal Panels in which they participate in accordance with this Academic Appeals Policy and any applicable institutional and programme-specific regulations as well as in accordance with the principles of natural justice.

4.0 VISION

To invest in the life of individuals, organisations and communities through excellence in training, practice and research in the psychological therapies.

5.0 MISSION

To offer high quality humanistic and integrative programmes of study in the professional fields of counselling, psychotherapy, counselling psychology, supervision, coaching and organisational development through the provision of a wide range of opportunities, to support research in the development of professional knowledge, to work closely with relevant professional bodies as well as our partners in the university sector and to provide lower cost counselling and psychotherapy services for the benefit of the general public.

6.0 AIMS

6.1 To ensure that Metanoia Institute maintains clear procedures for the conduct and review of academic appeals that are fair, clear, explicit and readily accessible by all stakeholders.

6.2 To ensure that Metanoia Institute deals with academic appeals in an efficient and objective manner.

6.3 To ensure that no appellant is penalised for making an appeal.

6.4 To ensure that Metanoia Institute is fair and equitable in its treatment of all those who lodge an academic appeal irrespective of their gender, age, disability, race, gender identity/reassignment, marriage/civil partnership, pregnancy/maternity, religion/belief or sexual orientation.

7.0 POLICY

7.1 Definition

- 7.1.1 An academic appeal is a request from a student that a decision of an Assessment Board, Progression Board or Award Board (hereafter termed 'Assessment Board') should be reviewed because it is believed that an injustice may have occurred; a successful appeal results in the Assessment Board reviewing its decision in the light of the new information initially provided by the student although it does not necessarily mean that the original decision of the Assessment Board is changed.
- 7.1.2 An appeal may only be made against a published assessment result which has been confirmed by an Assessment Board. This includes decisions made by specially delegated Boards and provisional decisions made by a Board at which an External Examiner has not been present.
- 7.1.3 Students wishing to understand a grade which has not yet been approved by an Assessment Board may do so informally through the module tutor or Subject Specialist in a process termed Results Counselling.
- 7.1.4 Students who have a complaint or grievance concerning the provision of a programme of study or academic service (including the quality of supervision) which they believe has affected the quality of their academic performance, should, before submitting an academic appeal, follow the Student Grievance and/or Student Complaints Policies published within Metanoia Institute's Manual of Regulations.

7.2 Rationale

- 7.2.1 Appeals against Assessment Board decisions may only be made on the following grounds:
- that a student's performance in an assessment suffered through illness or other factors which the student was unable or for valid reasons unwilling to inform the Assessment Board through the extenuating circumstances procedures before it reached its decision
 - that there is evidence of a procedural irregularity in the conduct of the examination (including, but not limited to, administrative error) of such a nature as to cause doubt as to whether the result might have been different had there not been such irregularity
 - that there is evidence of unfair or improper assessment on the part of one or more of the examiners
 - that the Assessment Board has failed to consider material circumstances, relating to the delivery of a module, which have adversely affected a student's performance in assessment; this ground will only be deemed acceptable if
 - the circumstances have been the subject of a Student Grievance and/or Complaints procedure, and
 - the student's case has been upheld, and
 - steps have not been taken to mitigate the effects of the circumstances
 - that a penalty imposed under the Academic Misconduct Policy is subject to appeal on any of the grounds listed in said policy

7.2.2 Appellants may not challenge the academic judgement of the examiners and appeals made on this basis will be rejected.

7.3 Timing

7.3.1 Except where 7.3.2, 7.3.3 or 7.3.4 applies, there is a time limit of one calendar month from the date of the Assessment Board results being published for submission of a formal appeal to the Academic Quality Manager.

7.3.2 Where an appeal arises following due process of the Student Grievance and/or Complaints Policies, the time limit is ten working days from the date the student receives written notification of any attendant outcome; in this case, 7.3.1 and 8.1 shall not apply.

7.3.3 Where an appeal arises following due process of the Academic Misconduct Policy, the time limit is ten working days from the date the student receives written notification of any attendant outcome; in this case, 7.3.1 and 8.1 shall not apply.

7.3.4 In the case of research-degree students, the time limit of one calendar month from the date of the Assessment Board results being published shall apply only to the submission of a notice of the intention to appeal; appellants must then submit a written case for review within a further month from the date of giving notice of the intention to appeal; in this case 8.1 shall not apply.

7.4 Confidentiality

7.4.1 Academic appeals are kept as confidential as possible and strictly within Metanoia Institute.

7.4.2 Appellants who notify the Registry Officer that information has been included of a highly confidential and personal nature will, if requested, be informed in advance of the names of persons to whom the information will be disclosed.

7.4.3 Documents will be kept on confidential file for up to six years. After that, apart from a copy of the notification to a student of the final decision, they may be destroyed.

8.0 PROCEDURE

8.1 Informal Stage

8.1.1 Except where 7.3.2, 7.3.3 or 7.3.4 applies, the student should make every effort to discuss the problem with the Chair of the Assessment Board and any other appropriate member of the academic staff prior to submitting a formal appeal.

8.1.2 The Chair of the Assessment Board will consider the case and may advise the student:

- that the Assessment Board will reconsider its decision taking account of this new information
- that the Assessment Board's decision was based on a fair evaluation of the student's assessment performance and will not be reconsidered
- that the student should make a formal appeal

8.1.3 Students should only submit a formal appeal if:

- they have been unable to contact the Chair of the Assessment Board and other relevant members of staff
- they are dissatisfied with the outcome of these informal discussions
- they have been advised to do so by the Chair of the Assessment Board

8.2 Formal Stage

- 8.2.1 All academic appeals pertaining to diploma and taught-degree students must be submitted on Metanoia Institute's Academic Appeals Form.
- 8.2.2 Academic appeals from research-degree students may be submitted by email and/or letter giving notice of the intention to appeal followed by a subsequent document outlining the written case for review.
- 8.2.3 Completed forms / documentation should include a statement of the reasons for making the appeal and any corroborative evidence (for example: medical certificates, witness statements).
- 8.2.4 Completed forms / documentation should be sent by email and attachment to the address on the form within the time limit specified in 7.3.1; if it is received later than this, it is likely to be rejected unless a statement is attached of the circumstances which prevented the deadline from being met, and this is accepted as valid by the Academic Quality Manager.
- 8.2.5 In exceptional circumstances, if the student is unable because of severe illness or other valid reason to submit the appeal, another person may complete and submit the appeal on the student's behalf, normally with the student's written consent.
- 8.2.6 The appeal, once submitted, is considered as the definitive statement of the appellant's case and may not be added to unless the Academic Quality Manager seeks clarification from the appellant.
- 8.2.7 The Registry Officer will send an acknowledgement of receipt to the appellant within five working days; if this is not received, the appellant should contact the Registry Officer or Academic Quality Manager without delay.
- 8.2.8 In normal circumstances, Metanoia Institute shall aim to complete the appeal process within four months from receipt of the full appeal.

8.3 Appellant Progression

- 8.3.1 The decision of the Assessment Board remains in force until it is formally notified by the Academic Quality Manager to have been rescinded. Therefore the student remains responsible for:
- conforming to the requirements for a referral, resubmission of work to be assessed or re-sitting an examination pending the outcome of the appeal
 - the consequence of not complying with these requirements should the subsequent decision of the appeal process not be in the student's favour
- 8.3.2 While the appeal is being processed, the appellant shall normally be permitted by the Progression Board to continue to the next stage of their studies, unless there are

circumstances preventing it in addition to the decision in question; this will not prejudice the outcome of the appeal.

- 8.3.3 Where the appeal concerns expulsion following an investigation into academic misconduct, the appellant is suspended and written permission is required from the Chief Executive Officer or nominee for the appellant to continue to the next stage of their studies; the Chief Executive Officer has equal discretion not to permit the appellant to continue pending the outcome of the appeal.
- 8.3.4 Where a qualification has been made, the appellant may attend the Graduation Ceremony and may inform prospective employers of the qualification but that the classification of the award may be reviewed following the appeal.
- 8.3.5 The entitlement of the appellant to proceed on the programme of study will continue until the date of the letter formally notifying the appellant of the final outcome of their appeal; this letter will also inform the appellant whether they are entitled to continue on the programme and/or in what capacity.
- 8.3.6 Appellants shall receive regular communication from the Registry Officer regarding the progress of their appeal.

8.4 Initial Consideration

- 8.4.1 In normal circumstances, within ten working days of receiving the formal appeal, the Academic Quality Manager will decide whether, at first sight, there are grounds for the appeal to proceed; in doing so, the Academic Quality Manager will consider the following documents:
- the appeal submitted by the appellant
 - the relevant record of the Assessment Board including the appellant's detailed confirmed assessment grades
 - provisional assessment grades where relevant
 - any applicable written statements
 - any applicable academic misconduct file
 - any applicable institutional and programme-specific regulations
- 8.4.2 An appeal may be rejected by the Academic Quality Manager if it is judged to be vexatious or frivolous or for any of the following reasons without further recourse to the appeals procedures:
- that the appeal constitutes a disagreement with the academic judgement of an Assessment Board in assessing the merits of academic work, or in reaching a decision on progression, or on the final classification of a qualification, which has been reached in accordance with the regulations
 - that the student did not understand or was not aware of the published assessment regulations and procedures for a unit, module or programme
 - that the appeal is on grounds that poor teaching, supervision or guidance affected academic performance; in such circumstances a student should submit a grievance or complaint in accordance with the complaint in accordance with the Student Grievance and/or Student Complaints Policies published within Metanoia Institute's Manual of Regulations

- that no contemporaneous, independent, medical or other evidence has been submitted to support an application that academic performance was adversely affected by factors such as ill health
- that the student was not aware of the procedures for presenting extenuating circumstances to the Assessment Board; these extenuating circumstances include health or other problems, or difficulties with the running of the programme or way in which the assessment was conducted
- that no valid reason, i.e., circumstances beyond a student's control, has been submitted as explanation for not submitting extenuating circumstances to the attention of the Assessment Board before it met
- that the appeal concerns a long-standing health problem, which the student was aware of at enrolment (whether disclosed or not)
- that the student was subject to a disturbance or illness during an examination and that there is no valid reason for it not to have been brought to the attention of the Assessment Board before it met
- that the student had changed address without informing Metanoia Institute, resulting in assessment information being sent to an out-of-date address
- that the Academic Quality Manager receives the appeal beyond the time limit specified in 7.3.1 without good cause
- that following due process of the Academic Misconduct Policy, either the Academic Quality Manager or the senior staff member considering the case are of the view that it does not conform to any of the grounds listed in said policy

8.4.3 Where the Academic Quality Manager considers that there are no grounds for appeal on the evidence available they shall consult a Faculty Head neutral to the appellant; where the Faculty Head neutral to the appellant agrees, the Academic Quality Manager may dismiss the appeal.

8.4.4 Where an appeal has been submitted under the Extenuating Circumstances Policy, it may be dismissed where the student's assessment performance was not one under which discretion may be exercised unless the circumstances are such as to merit the possibility of a severe injustice being done.

8.4.5 A decision to reject an appeal by the Academic Quality Manager, with the agreement of a Faculty Head neutral to the appellant, is final and no further internal appeal is possible against it; should the appellant wish to take the matter further, they must follow the guidance in 8.8: External Appeal.

8.5 Conciliation

8.5.1 Where the Academic Quality Manager considers that there may be ground for appeal, in normal circumstances, within twenty working days of receiving the formal appeal, consult with the Chair of the Assessment Board to discuss the possibility of making the appellant an offer of a conciliated settlement of their appeal.

8.5.2 A conciliated settlement means that the Chair of the Assessment Board has agreed that the Assessment Board will review its decision but will not necessarily alter it; where an appeal is against the penalty awarded following the due process of the Academic Misconduct Policy, a conciliated settlement means that the Chair of the Assessment Board has agreed, on the recommendation of the senior staff member considering the

case, that the Assessment Board will review its decision but will not necessarily alter it.

- 8.5.3 In determining whether a conciliated settlement is possible, the Chair of the Assessment Board will consider the following documents:
- the appeal submitted by the appellant
 - the written response submitted by the Head of Department and/or assessing tutor
 - the relevant record of the Assessment Board including the appellant's detailed confirmed assessment grades
 - provisional assessment grades where relevant
 - any applicable written statements
 - any applicable academic misconduct file
 - any applicable institutional and programme-specific regulations
- 8.5.4 Where appropriate the Chair of the Assessment Board may take Chair's Action in the student's favour, and this decision must be reported, in due course, to the Assessment Board.
- 8.5.5 The Assessment Board shall make special arrangements (which must involve External Examiners) for reviewing an assessment decision as soon as possible after the Chair's agreement to offer a conciliated settlement to the appeal and at the latest during the next scheduled meeting.
- 8.5.6 The Assessment Board review shall involve full consideration of the appellant's case and shall be attended by the Academic Quality Manager or nominee to ensure that the reconvened Assessment Board has taken due and proper account of the appellant's case.
- 8.5.7 Any change of decision by the Assessment Board due to the appeal process shall not be to the student's disadvantage.
- 8.5.8 The Academic Quality Manager shall notify the appellant of the decision of the reconvened Assessment Board within ten working days of the date of the Assessment Board.
- 8.5.9 The appellant may choose not to accept a conciliated settlement, but should note that an Appeal Panel may also only request an Assessment Board to review its decision.
- 8.5.10 A letter from the appellant stating the decision not to accept an offer of conciliated settlement must be received by the Academic Quality Manager within ten working days of the date of the offer of conciliated settlement; an appellant's failure to reply in writing within this time shall be taken as acceptance of the offer

8.6 Appeal Panel

- 8.6.1 Where the Chair of the Assessment Board and/or appellant are unable to agree upon a conciliated settlement, an Appeal Panel will, in normal circumstances, be convened within forty working days of receiving the formal appeal.

- 8.6.2 Appellants should note that an Appeal Panel shall not necessarily require the Assessment Board to review its decision and, in any event, cannot force the Assessment Board to alter its decision.
- 8.6.3 A Metanoia Institute Appeal Panel will normally comprise two Faculty Heads neutral to the appellant and not previously involved in the case, together with one student.
- 8.6.4 The Chair of the Appeal Panel will be nominated by the Academic Quality Manager.
- 8.6.5 No member of staff who has had previous involvement in the case the appellant is eligible to be a member of the Appeal Panel. Previous involvement is defined as having taught, supervised, advised, counselled or assessed the student in the module of study subject to the appeal.
- 8.6.6 The Academic Quality Manager, who is not a member of the Appeal Panel, shall be the Secretary and shall attend the meeting.
- 8.6.7 The Academic Quality Manager shall arrange with all those involved in the hearing, including the Chair of the Assessment Board, a suitable date and shall give the appellant in writing:
- at least ten working days-notice, wherever possible, of the date, time and place of the hearing, and the names of expected Appeal Panel members
 - a requirement that the appellant acknowledges receipt of the notification of the Appeal Panel meeting
 - a statement that the appellant is entitled to be accompanied by a companion at the hearing and to call witnesses (the companion may not be a legal representative and should not be a witness)
 - a statement that the appellant may object to the appointment of any member of the Appeal Panel and to the date but that any change to the arrangements is solely at the discretion of the Academic Quality Manager
 - notification that any information given to them whether or not in writing, is strictly confidential, and must not be disclosed to others unless they are directly assisting the appellant in preparing for the hearing, nor discussed in any way with any member of the Appeal Panel
 - notification that if the appellant fails to attend the Appeal Panel meeting, the Panel will normally proceed in their absence
- 8.6.8 *Breach of Confidentiality*
- The publication of appeal papers by the appellant in any form may result in the appeal being closed by the Academic Quality Manager.
 - Such a breach of confidentiality will be the subject of a preliminary issue of the Appeal Panel who will have the power to dismiss the appeal if such a breach is substantiated.
 - An appellant who has published appeal papers in the course of a previous appeal and who submits a new appeal against a later Assessment Board decision shall not receive papers until a maximum of one hour before any hearing that may be called. This shall be under supervision of the Academic Quality Manager or nominee and the appellant shall be required to hand papers in immediately after the hearing.

8.6.9 *Witnesses*

- Witnesses may be called by:
 - The appellant
 - The Chair of the Assessment Board
 - The Chair of the Appeal Panel
 - Members of the Appeal Panel
 - The Academic Quality Manager
- Names of proposed witnesses must be notified in writing to the Academic Quality Manager at least five working days in advance of the date of the meeting.
- Normally no witness (other than the appellant and the Chair of the Assessment Board) will be present while any other witness is giving evidence.
- The hearing may proceed in the absence of witnesses.

8.6.10 *Documentation*

- The Academic Quality Manager shall send agenda papers including all the appeal documents, if relevant, to the appellant (together with a copy for their companion), members of the Appeal Panel, the Chair of the Assessment Board, those in attendance and witnesses.
- In deliberating upon the appeal, the Appeal Panel will consider the following documents:
 - the appeal submitted by the appellant
 - the written response submitted by the Head of Department and/or assessing tutor
 - the relevant record of the Assessment Board including the appellant's detailed confirmed assessment grades
 - provisional assessment grades where relevant
 - any applicable written statements
 - any applicable academic misconduct file
 - any applicable institutional and programme-specific regulations

8.6.11 The Chair of the Appeal Panel, in consultation with the Academic Quality Manager, has discretion to organise the meeting as they see fit in order to achieve the principal aims of a hearing, that is:

- to clarify evidence as necessary by questioning those who have submitted it (there should be no need for repetition of statements already submitted in writing and any invited comment about these should be brief)
- to enable the Appeal Panel to reach a decision

8.6.12 The proceedings and papers of the Appeal Panel will be strictly confidential to all the participants; to this end:

- in exceptional circumstances, at the discretion of the Chair of the Appeal Panel, the appellant's provisional assessment grades may be made available to Appeal Panel members at the hearing
- mechanical recording by tape, camera or other means, is prohibited
- legal representation is not allowed at an Appeal Panel Meeting

8.6.13 The quoracy for a meeting of an Appeal Panel will be all three members; in addition to this, the meeting may not proceed unless the Academic Quality Manager is present.

8.6.14 The appellant is entitled:

- to be present during the hearing of evidence unless the Chair of the Appeal Panel requests them to withdraw temporarily when matters confidential to the Assessment Board are being discussed, or when the Appeal Panel wishes to have a private discussion; their companion is similarly entitled
- to comment on the evidence and to question witnesses, the Chair of the Assessment Board, and in appeals concerning academic misconduct, the Academic Quality Manager; their companion is similarly entitled
- to be represented in their absence by a proxy at the discretion of the Chair

8.6.15 The Appeal Panel may agree to proceed in the absence of the appellant provided that there is evidence that notification of the Appeal Panel meeting has been received by the appellant and notification has been given regarding failure to attend.

8.6.16 The Chair of the Assessment Board and the Academic Quality Manager, where an appeal concerns academic misconduct, are expected to be present throughout the hearing of evidence and are entitled to comment on the evidence and to question the appellant or witnesses.

8.6.17 The Appeal Panel will consider its decision in private after the evidence has been heard and shall reach a decision by simple majority vote. If the votes cast are equal, the Chair of the Appeal Panel shall have a second or casting vote.

8.6.18 The appellant, their companion and the Chair of the Assessment Board will normally be recalled for the Chair of the Appeal Panel to inform them of its decision, which will in due course also be given in writing to the appellant and all those previously notified.

8.6.19 The Appeal Panel has power to make any recommendations to the Dean of School, the Assessment Board or Academic Board, but the Appeal Panel may not dispute the academic judgement of the Assessment Board.

8.6.20 Where the Appeal Panel finds that injustice appears to have been caused to the appellant it will:

- require the Assessment Board to review its decision
- appoint a representative (normally the Chair) to attend the reconvened Assessment Board together with the Academic Quality Manager

8.6.21 Where the Appeal Panel finds that an injustice has not been caused to the appellant, this decision is final and no further internal appeal is possible against it; should the appellant wish to take the matter further, they must follow the guidance in 8.8: External Appeal.

8.6.22 The Academic Quality Manager will, in consultation with the Chair, prepare a report of the Appeal Panel's meeting and findings; the findings of the Appeal Panel shall be reported to the appellant and to members of the Assessment Board, whether or not it is asked to reconsider its decision.

8.6.23 Relevant documentary evidence will be forwarded to any Assessment Board reconvened to reconsider its decision.

8.6.24 The Assessment Board shall make special arrangements (which must involve External Examiners) for reviewing an assessment decision if required to do so by an Appeal

Panel, as soon as possible after the Appeal Panel meeting and at the latest during the next scheduled meeting.

8.6.25 Any change of decision by the Assessment Board due to the appeal process shall not be to the student's disadvantage.

8.6.26 The Academic Quality Manager shall notify the appellant of the decision of the reconvened Assessment Board as soon as possible; this decision is final and no further internal appeal is possible against it; should the appellant wish to take the matter further, they must follow the guidance in 8.8: External Appeal.

8.7 Powers of Academic Board

8.7.1 Where the Chair of the Appeal Panel and the Academic Quality Manager consider and agree that the reconvened Assessment Board has not taken due and proper account of the recommendations of the Appeal Panel they will prepare a brief account of the circumstances for Academic Board.

8.7.2 After receiving a report as set out above or in other, exceptional, circumstances, Academic Board may:

- annul the decision of an Assessment Board
- annul the whole assessment or any part of it
- establish a new Assessment Board to carry out whatever actions are appropriate in order to make award recommendations
- take no action

8.7.3 The decision of Academic Board is final and no further internal appeal is possible against it; should the appellant wish to take the matter further, they must follow the guidance in 8.8: External Appeal.

8.8 External Appeal

8.8.1 Metanoia Institute students on non-validated programmes do not have any recourse to external appeal. Appellants at this stage may request a Completion of Procedures letter from the Academic Quality Manager.

8.8.2 Metanoia Institute students on validated and joint programmes may, within twenty working days of receiving notification of the outcome of their internal appeal, make an appeal to the applicable partner University (Middlesex University or London South Bank University as appropriate). Appellants at this stage may request a Completion of Procedures letter from the Academic Quality Manager.

8.8.3 Should the appellant wish to take the matter further, they may, within three months of receiving notification that the internal procedures of the applicable partner University have been completed, write to:

Office of the Independent Adjudicator for Higher Education
Third floor, Kings Reach,
38-50 Kings Road,
Reading, RG1 3AA,
United Kingdom

enclosing a copy of the final decision of the University and stating the reasons for seeking redress from the OIAHE (www.oiahe.org.uk).

8.9 General Matters

- 8.9.1 If an appellant formally withdraws their appeal at any stage in the procedure no further action will be taken.
- 8.9.2 Where gross irregularity appears or is alleged to have occurred, the Academic Quality Manager may request special consideration by Academic Board.

8.10 Appeals Monitoring

- 8.10.1 A brief description and the outcome of all academic appeals will be documented on Metanoia Institute's Academic Appeals Log, and periodic reports detailing the number, nature and outcomes of academic appeals will be delivered by the Academic Quality Manager to Academic Board and to the Quality and Standards and Joint Staff Student Committees. All such reports will be appropriately redacted to protect the confidentiality of the parties involved.
- 8.10.2 Hard copies of academic appeals documentation will be stored securely for a period of six years.

8.11 Appeals Review

- 8.11.1 Where an appellant has reason to believe that their appeal has not been handled fairly, objectively or in accordance with the aforementioned procedures, they should write to the Chief Executive Officer setting out the reasons. Dissatisfaction with the outcome of an appeal will not in itself constitute grounds for a review.
- 8.11.2 On the instruction of the Chief Executive Officer, a Metanoia Institute Ombudsman will then be appointed who will review the handling of the appeal in the light of the appellant's written statement.
- 8.11.3 The Metanoia Institute Ombudsman will report in writing to the Chief Executive Officer within fifteen working days who will then confirm the earlier decision in the light of this report or, if this is not possible, instruct the Academic Quality Manager to convene a fresh Appeal Panel.
- 8.11.4 The Chief Executive Officer will send a written reply to the appellant within twenty days of receiving a review request.

8.12 Disciplinary Procedures

- 8.12.1 Where an academic appeal reveals information that appears to show that staff and/or students may have acted in deliberate or significant breach of Metanoia Institute regulations or have knowingly submitted false or forged evidence at any stage of the process, the matter will be dealt with in accordance with the applicable disciplinary procedures.

