



Academic Appeals

A Student Guide

For students on UHE(UK) programmes validated by the University of Roehampton or the University of Bradford

Document owner	Campus Director
Operational lead	Quality Office (UHE(UK) Appeals Office)
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Important

Your appeal route and deadline depend on which university validates your programme. Check your result letter, student record or ask the Quality Office before submitting.

1. What is an academic appeal?

An academic appeal asks for a formal review of a confirmed academic decision about your studies. You can appeal only on an allowed ground. An appeal is not a second marking process and cannot be used simply because you disagree with a mark or academic judgement.

- a decision about whether you can progress or continue on your programme;
- a decision about reassessment, another attempt, restudy or required withdrawal;
- your final award or degree classification;
- another confirmed decision made by the relevant Roehampton or Bradford assessment or award body.

Academic judgement cannot be appealed

You cannot appeal only because you believe your work deserved a higher mark, you disagree with feedback, or another student received a different mark. You should first ask your module tutor or Programme Lead to explain the marking and feedback.

2. Who manages academic appeals?

The Quality Office is the UHE(UK) Appeals Office. Contact it as soon as you are considering an appeal. It will confirm whether you must use the Roehampton or Bradford route, direct you to the correct form and deadline, keep the UHE(UK) case record and coordinate any action required from UHE(UK).

- The Assistant Director of Quality Assurance in Academic Affairs oversees the UHE(UK) appeals service.
- Your Programme Lead or module tutor can explain the decision, marks or feedback, but cannot decide your formal appeal.
- Academic Services will change your student record only after the authorised Roehampton or Bradford body has confirmed the outcome.
- Academic Board monitors the process through anonymised reports. It does not normally decide individual appeals.

3. Is it an appeal or a complaint?

Academic appeal	Complaint
Challenges a confirmed academic decision.	Concerns a service, action, omission, behaviour or your student experience.
Use the Quality Office and the appeal route for your validating university. Academicquality@oxfordinternational.com	Use the Student Complaints Procedure.

Sometimes an issue includes both

The Quality Office and Student Support Team will explain whether the matters should be considered separately or through coordinated procedures. Raising a complaint does not automatically extend an academic appeal deadline.

4. Permitted grounds of appeal

You must use at least one permitted ground and explain clearly how the issue may have affected the decision. The grounds and process depend on whether your programme is validated by Roehampton or Bradford.

Roehampton-validated programmes

- There was a procedural irregularity or administrative error, and there is a reasonable possibility that the decision would have been different without it.
- Your performance was significantly affected by relevant circumstances outside your control. The decision-maker did not know about them, and you could not reasonably have reported them earlier.
- There is evidence of prejudice or bias that may have affected the decision.

Bradford-validated programmes

Use the grounds listed in the current Bradford appeal form and Regulation 6 guidance – **see appendix 1**. Include every ground, important point and item of evidence when you first submit your appeal, because you may not normally add new grounds later. The Quality Office will direct you to the correct form.

5. Evidence

Your evidence should relate directly to your ground of appeal and cover the time when the issue occurred. Use independent evidence where appropriate. Submit all available evidence with your appeal unless the form tells you to do something different.

- medical or other professional evidence;
- official correspondence or records;
- assessment or submission records;
- evidence showing the procedural error, administrative error, prejudice or bias;
- an evidenced explanation of why circumstances were not reported earlier.

Be specific

State the decision being appealed, the permitted ground, what happened, when it happened, the evidence relied upon, and the outcome you are seeking. An appeal may be rejected where it does not disclose a permitted ground or supporting evidence.

6. Early clarification or resolution

Ask your Programme Lead or module tutor to explain the decision before you appeal. Bradford students are encouraged to request informal resolution in writing within one week. Do not wait for an informal response if this could make you miss the formal appeal deadline.

7. Deadlines and routes

Route	Formal appeal	Review request
Roehampton	Normally within 10 working days of formal notice of the decision.	Use the review stage and deadline stated in your Roehampton outcome letter and current procedure.

Route	Formal appeal	Review request
Bradford	Normally within three weeks of receiving the ratified result or decision.	Normally within two weeks of the formal-stage outcome.
Late appeals	Explain the delay and provide evidence. A late appeal is accepted only where the validator agrees there is a good reason.	The relevant validating university decides whether a late appeal or review can be accepted.

Roehampton and Bradford use different deadlines. Always use the deadline in your formal decision letter and the current procedure for your validating university. Contact the Quality Office immediately if the deadline is unclear.

8. How to submit an appeal

1. Contact the Academic Services Team promptly and confirm whether you are on the Roehampton route or Bradford route.
2. Read the guidance for your validator and use its current appeal form and submit to the Academic Services Team
3. State the decision you are appealing, your permitted ground or grounds, what happened, how it affected the decision and the outcome you are asking for.
4. Attach your evidence. Explain clearly why any evidence is missing or submitted late.
5. Submit through the correct route before the deadline, and keep a copy of your form, evidence and confirmation of submission.

Academic Services contact: Email: reception@uhe.ac.uk Phone: +44 (0) 20 3883 8920

9. What happens after submission?

1. Route and completeness check: The Academic Services Team checks your validator, form, deadline and whether the submission appears complete.
2. Initial screening: A check is carried out as to whether you have shown a permitted ground for appeal. Your appeal may be rejected at this stage if you have not.
3. Consideration or investigation: You may be asked for more information. Staff may be asked to respond, records may be checked and, where the procedure allows, a hearing may be held.
4. Decision: Your appeal may be rejected, upheld, partly upheld, sent back for reconsideration or result in a replacement decision where the regulations allow this.

5. Record action: Where required, the appropriate assessment or award body reconsiders your academic profile. Academic Services then updates your record after the outcome is formally authorised.

10. While the appeal is being considered

- The original decision normally remains in force while your appeal is considered, unless your validating university approves a temporary arrangement.
- Submitting an appeal does not automatically allow you to progress, continue attending, submit assessments, graduate or receive an award.
- Keep checking your UHE(UK) email and follow any requirements that still apply to you.
- Your appeal will be handled confidentially, and you will not be disadvantaged for using the procedure appropriately.

11. Possible outcomes

- Rejected or not upheld: the original decision stays in place.
- Upheld or partly upheld: the case is reconsidered or corrective action is taken under your validator's rules.
- Referred back: the authorised board or decision-maker looks at the matter again.
- Substituted decision: a new decision is issued where your validator's regulations allow it.

What an appeal panel cannot normally do

An appeal body does not normally replace academic judgement with its own mark. Where an appeal succeeds, the appropriate remedy is determined under the validating university's regulations.

12. Review and Completion of Procedures

Your formal appeal outcome will tell you whether you can request a review, the grounds you may use, the deadline and where to submit it. Review grounds are limited. They normally concern a procedural problem, an unreasonable decision under the procedure, or important new evidence that you could not reasonably have provided earlier. Follow the instructions in your outcome letter.

When your validator's internal process is complete, you will receive a Completion of Procedures Letter where applicable. Keep this letter, as you may need it if you take the matter to the OIA.

13. Office of the Independent Adjudicator

After the internal process is complete, an eligible student may ask the Office of the Independent Adjudicator for Higher Education (OIA) to review the case. The normal deadline is 12 months from the date of the Completion of Procedures Letter. That letter will explain the next steps.

14. Where to get help

- Academic Services: confirms your route, form and deadline and explains the procedure.
- Programme Lead or module tutor: explains the academic decision, marks and feedback.
- Academic Services Team: helps with result letters, student records and administrative information.
- Student Support Team: provides wellbeing, disability and pastoral support during the process.
- Student representative or independent adviser: may help you prepare your submission, where available.

15. Quick checklist

- ☐ I know whether my programme is validated by Roehampton or Bradford.
- ☐ I have checked the correct deadline and form.
- ☐ I am appealing a confirmed academic decision and not simply disagreeing with academic judgement.
- ☐ I have identified a permitted ground and explained how it may have affected the decision.
- ☐ I have included all important points and relevant evidence.
- ☐ I have submitted through the correct route and kept copies of everything.

16. Appendix 1

Grounds for Appeal for **Bradford** validated students:

There was an administrative error or procedural irregularity in the assessment which was significant enough to have impacted the student's results, continuation or award. This may include:

- Concerns with how an assessment or examination was conducted.
- An error in processing the mark, classification or result.
- An error with the reporting of a grade or outcome of the assessment.
- An error in processing a claim for extenuating circumstances that was made on time, which led to the claim being rejected.
- Concerns with how a Faculty Postgraduate Research Progression Panel was conducted.

There is evidence of bias or a reasonable perception of bias in how the student's work was marked, how the classification was calculated or in relation to the decision that was made by the Confirmation and Award Board or relevant Postgraduate Research Committee or Panel. This ground should include:

- An explanation of what the bias or reasonable perception of bias was, and how this negatively affected the student.
- Evidence to demonstrate what occurred.

There were unforeseen and unavoidable personal circumstances which affected the student's performance, which for good reason, the student could not have raised sooner through the Extenuating Circumstances Policy.

When choosing this ground for appeal, students should be aware that:

- They are normally expected to disclose their personal circumstances at the time it occurred.
- If they did not make a prior claim for extenuating circumstances, they must provide evidence to support why their judgement was impaired at the time as well as providing evidence of the circumstances that they experienced.
- If they submitted a prior claim for extenuating circumstances, which was rejected, and they now have new evidence, they must provide a good reason as to why they could not have provided the evidence at the time the original claim was made.

Publication control

This guide must be read with the UHE(UK) Academic Regulations 2026/27

