

What does your complaint or appeal relate to?

A serious complaint concerning:  
- the conduct of a member of staff  
- the delivery of a programme  
- a service provided by our university

An assessment which you believe was not conducted in accordance with the current regulations or there has been a material administrative error, or some other material irregularity relevant to the assessments has occurred.

If you have a disability or additional need, and you believe that the initial needs assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures implemented.

You believe the grade awarded does not accurately reflect your work or performance

You believe that the decision made in relation to the Attendance Policy is incorrect



You should now follow the appeals against the decision of Assessment Boards procedure

You should now follow the appeals against the decisions of attendance appeal panels procedure

These following areas of complaint are not covered in the complaints procedure and you should follow the separate procedures which exist for these issues:-

- appeals against the decisions of Assessment Boards;
- appeals against annual monitoring reviews, transfer of research degree registration or oral examination decision for postgraduate research students;
- appeals against the decisions of the Extenuation Panel;
- Complaints against the Student Union;
- appeals against decisions taken under disciplinary proceedings (see Part 12, Manual of General Regulations);
- complaint about businesses operating on University premises, but not owned by our university - contact business directly;
- complaints about the behaviour of other students (Part 12, Manual of General Regulations);
- appeals against the decisions of Academic Misconduct Panels (Part 8, Manual of General Regulations);
- appeals against the decisions of Attendance Appeal Panels

If your complaint does not relate to any of the above, you should now follow the complaints procedure

The marking, assessing and grading of a piece of work is an academic judgement and as such it is not possible for you to make an appeal against this judgement. You should contact your Module Leader for further feedback on your work

You are strongly advised to seek the advice of the Students' Union Advice and Information Service before submitting an appeal. You may contact the Advice and Information Service on 0208 223 7025 or email [studentadvice@uel.ac.uk](mailto:studentadvice@uel.ac.uk)