A serious complaint concerning:

- the conduct of a member of staff the delivery of a programme upon
- 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 the initial needs assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures implemented, or you have extenuating circumstances and have supporting evidence to explain why you missed the deadline to claim

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

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 Assesment Boards;
- appeals against annual monitoring reviews, transfer of research degree registration or oral examination decision for postgraduate research student;
- appeals against the decisions of the Extenuation Pane
- complaints against the Students' Unio;
- <u>appeals against decisions taken under disciplinary proceedings (see Part 12, Manual of General Regulations);</u>
- complaints 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 Panel

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

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

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

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 020 8223 7025 or email uelsu@uel.ac.uk