בס"ד

London School of Jewish Studies

LSJS

Academic Complaints and Appeals Procedure

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1. Introduction

This procedure relates to student appeals against academic decisions made by an Assessment Board for taught or research degree programmes. Assessment boards will make decisions relating to your results for your assessments and confirm these results.

2. Scope

This policy covers appeals related to academic decisions and are regulated by Middlesex University. Non-academic grievances fall under a separate policy of the London School of Jewish Studies, 'Student Complaints and Grievances Procedures', and are not covered by this policy.

3. Grounds for appeal

- The presence of an arithmetical or factual error in the results issued by the Assessment Board following its decision.
- Any extenuating circumstances that had a negative impact on your academic performance, which were either unknown to the Assessment Board at the time of its decision and could not reasonably have been made know by you before the assessment deadline, or were know then but the Assessment Board's decision is deemed unreasonable.
- Any irregularities in the conduct of the assessment, in the written instructions, or in any advice provided related to the assessment, which can be shown to have adversely affected the outcome. This applies where these irregularities were either unknown to the Assessment Board at the time it reviewed your results or were know but where the Board's decision is considered unreasonable.

Disagreement with academic judgement is not a valid ground for appeal. Academic judgement refers to decisions about the academic quality of work and the level of achievement demonstrated

4. Submitting an appeal

Appeals must be submitted in writing withing 28 days of the student receiving notification of the academic decision being appealed. It is important that you explain the issues fully and summit all supporting evidence with your appeal.

Appeals are only considered under the specific grounds, as set out in part 3 above.

5. Late appeals

If you are unable to submit an appeal within 28 days of your result, you must provide a written explanation to the Director of Degrees and Teacher Training Programmes, outlining the reasons for the delay and including evidence to support your explanation.

Late appeals will only be accepted where the student demonstrates good reason, supported by evidence, for the delay.

6. Appeals process

The Student Appeals Committee is responsible for considering academic appeals.

Each appeal will be considered fairly on the basis of the information and evidence provided.

Your appeal will be reviewed by the Student Appeals Committee, which will determine whether it falls within the allowed grounds and has sufficient relevant evidence to be considered.

Appeals will be considered by an appropriately constituted panel independent of the original decision-making body. External Examiners will not be members of Appeals Panels, and panel members will have had no prior involvement in the case.

If any additional evidence is required, you will be contacted within 14 days.

The Student Appeals Committee will decide on your appeal and take one of the following steps:

a) Uphold your appeal (either completely or in part) and refer the case to an Assessment Board for formal consideration. In some cases, the decision of the Assessment Board might not change.

b) If an arithmetical error has been identified, your student record will be amended and if this error may result in a change of classification of your degree award, the Assessment Board Chair will be required to formally confirm the revised classification.

c) Reject your appeal if it does not meet one of the stated grounds.

d) The Academic Registrar will contact you by email within 30 days of your appeal being received by the Student Appeals Committee to explain whether the appeal has been accepted or rejected.

Where an appeal is upheld, the case will be referred to the relevant Programme Assessment Board (or Chair's action) for reconsideration in line with Middlesex University regulations.

7. Requesting a review of the decision

If your appeal has been rejected, or upheld in part, and you believe your appeal was either incorrectly processed or unreasonable, and/or you have additional relevant information, that you could not provide at the time of the appeal, you have the right to challenge the decision under the University Review Procedure.

8. Record Keeping

All evidence provided will be kept confidential and in accordance with the Data Protection legislation.

Signed on behalf of the LSJS Senior Leadership Team by Paul Gould, Interim Chief Executive Officer

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