

# **OVERARCHING POLICY FOR ACADEMIC APPEALS AND STUDENT COMPLAINTS**

# Overarching Policy for Academic Appeals and Student Complaints



1 The University of Law's Overarching Policy for Academic Appeals and Student Complaints has been informed by the Office for Students, Sector-Recognized Standards and the General Ongoing Conditions of Registration and has regard to the UK Quality Code for Higher Education. These definitive reference points for all English higher education institutions set out how academic standards are established and maintained and how excellence in the quality of learning opportunities is assured. This policy sits within The University of Law's Quality and Standards Code, which provide re(e)-31iC0003>13107v9vide re(e)-31iC0003>13107v9vide re(e)-31iC0003>13107v9vi 595.3 3

- 5.4 clear and accurate advice and guidance is available to students and staff;
- 5.5 training is available for staff conducting procedures;
- 5.6 procedures are conducted in a timely and fair manner;
- 5.7 appropriate action is taken following an appeal or complaint;
- 5.8 processes are in place to monitor the effectiveness of procedures;
- 5.9 outcomes of appeals and complaints processes are monitored and reviewed, and a record of resulting enhancements is maintained;
- 5.10 Support for students is available during the complaints and appeals process.

## **Procedural Approach**

- 6 The University has separate

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V2.3      Registry