



Fairfield School of Business

Appeals Policy and Procedure
Birmingham Newman University (BNU)
Taught Degree Programmes

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1. Introduction

- 1.1. Fairfield School of Business want to ensure fair and impartial evaluations for students and reliable results. As a result, we are committed to give students the right to appeal a decision that has been made by the School.
- 1.2. Before filing an appeal, students are advised to seek guidance from Student support, personal tutor, appropriate supervisors or student union. They should also consult with them during the appeals process for their guidance and support.

2. Scope of the Appeals Process

- 2.1. To start the appeals process students must submit an appeal form with evidence to registry@fairfield.ac before the deadline given in the original decision.
- 2.2. In considering appeals, the School will make adjustments for those with disabilities, specific learning disabilities, or long-term medical conditions.
- 2.3. An appellant may withdraw an appeal at any point providing the Registry team is advised in writing, but they may not later re-launch the appeal. Nor can they have the same case heard again through a different route.
- 2.4. A submitted appeal may be directed to the appropriate policy or procedure if doing so would result in it being handled more effectively. Appeals which are not based on the acceptable grounds will be dismissed.

3. Group appeals, third-party appeals, and anonymous appeals

- 3.1. School Group appeals will be accepted by FSB as long as the concern topic in the case has impact on all those in the group. In such a case one student should be chosen by the group to represent them all. The School will then communicate solely with this student and it is the students responsibility to coordinate with the rest of the group.
- 3.2. Third party appealing on behalf of a student is not permitted to use this process. Unless it is a group appeal mentioned above.
- 3.3. Anonymous appeals are not permitted under this procedure. The reason for this is because FSB will not be able to conduct a significant investigation under these circumstances. The appeal can be noted and perhaps informed to the appropriate staff.

4. Frivolous or vexatious appeals

4.1. FSB expects that students will not engage in frivolous, vexatious or malicious appeals as outlined in the bullets below. In such cases, FSB reserves the right to terminate consideration of the appeal. The appellant will be given an explanation, in writing, of why their appeal has been terminated and details of any further right to appeal. Where an appeal is found to have been brought with frivolous, vexatious or malicious intent, this may itself prove grounds for disciplinary action against the appellant:

- appeals which are harassing, repetitive or pursued in an unreasonable manner;
- insistence on pursuing non-meritorious appeals and/or unrealistic or unreasonable outcomes;
- appeals designed to cause disruption or annoyance;
- demands for redress which lack any purpose or value.

5. Victimization: Intentional statement

5.1. Any student who makes an appeal or attempts to use this system won't, subject to the aforementioned, face any negative consequences in their time at the School as a result of the steps they took to pursue an appeal. While an appeal is being heard, a student may continue to attend classes and use School resources without it having any bearing on the outcome of the appeal. As a result, any student filing an appeal should ordinarily keep up with their coursework, including retake preparation.

6. Formal Appeal

- 6.1. When students get a notification of a decision from the School, they would be informed whether they have the option to launch an appeal or not.
- 6.2. The School must receive the appeal form and any evidence before the deadline.
- 6.3. FSB registry will check the appeal form and evidence and if they are lacking, they will inform student support or the student. The student will then need to make sure that they get back to registry with any information that is lacking before the deadline.

7. Appeal Review

7.1. The Appeals Panel's mandate is to evaluate the appeal and, if necessary, provide suggestions or recommendations for additional measures.

7.2. The Review Panel shall consist of the following individuals:

- The Campus Dean
- Student support
- Wellbeing staff
- Registry staff
- Attendance staff
- Additional senior staff

7.3. If any of the panel members are not available then the panel can still go on with them absent.

7.4. The panel will investigate and review all the evidence from the student and will have a decision on the outcome.

8. Appeal Outcomes

8.1. The student will get an outcome letter with the decision's justifications after the Appeals Panel hearing, typically within five working days following the Panel.

8.2. The Panel may decide any of the following:

- The appeal is upheld
- The appeal is denied
- Alternative course of action.

9. Timescales

9.1. When a student is served, the deadline for the appeal will be in the documentation. The students had 14 days to make the appeal.

9.2. The panel will then be held and the student will be informed within 20 days. This may be extended if any panel member are not available during this time. If this is the case then the student will be informed.

9.3. If the student has missed the deadline. Then, only if the School deems fit, the appeal will only be considered in exceptional circumstances.

10. Office of the Independent Adjudicator for Higher Education (OIA)

- 10.1. Higher education students who believe their appeal has not been properly or fairly handled by the FSB or the awarding body can request for an independent review to be conducted by the [OIA](#); where such requests are eligible for review, the OIA will investigate in accordance with its rules.
- 10.2. Referral to the OIA must be made within 12 months of the date of the Completion of Procedures Letter, and should be submitted using the OIA's complaints form, which can be found here: [Contact Us - OIAHE](#)

Further information on the OIA's procedures and eligibility for review of a complaint can be found on the OIA's website; <https://www.oiahe.org.uk/>,

11. Confidentiality, Record- Keeping and Data Protection

- 11.1. When FSB must share data internally and with the awarding body to properly investigate the complaint. The data would include information about the complaint and also any relevant information.
- 11.2. The School will treat all material and correspondence as part of a complaints case in the strictest confidence and such information will only be shared on a need-to-know basis.
- 11.3. More information about how the School shares information can be found in our Data Protection Policy, which can be read here: <https://fsb.ac.uk/policy-hub>