

UEA PARTNER INSTITUTION ACADEMIC COMPLAINT FORM Stage One



You should complete this form if you want formally to raise concerns about academic matters not relating to academic results if you are studying at one of the following UEA partner institutions:

- Brooksby Melton College
- Easton&Otley College
- Institute of Health and Social Care Studies in Guernsey
- INTO UEA
- London Academy of Diplomacy
- Mountview Academy of Theatre Arts
- Royal Marsden School

We will take your concerns seriously and our procedure is designed to enable the circumstances to be considered fully and action taken to remedy the situation, where appropriate.

Further guidance is available at:

<http://www.uea.ac.uk/partnerships/policy-and-forms/Partner+institutions+academic+appeals+and+complaints+procedure>

Before raising a formal Stage One Academic Complaint, please consider the following:

- 1 Have you tried to seek an informal resolution for your concerns? Informal explorations of ways in which your complaint can be resolved will not prejudice the consideration of a subsequent formal submission. You may wish to speak to your lecturer or personal tutor. For information on additional support and advice please contact the Appeal/Complaint Administrator at your institution.
- 2 You may submit a formal Academic Complaint about any aspect of your academic experience about which you are dissatisfied, with the exception of the following list. If your concerns relate to one of the following, you may submit an Academic Complaint only if you are not seeking to change the academic outcome:
 - i) A degree result
 - ii) Marks (that have not been independently double marked)
 - iii) Required withdrawal from a course

iv) A verdict of plagiarism and/or collusion

- v) A penalty applied in respect of plagiarism and/or collusion
- vi) A refusal to permit the late submission of work for assessment or to approve a delayed first sit

- 3 If your concerns relate to one of the above and you are seeking to change the academic outcome, you should submit a Stage One Academic Appeal, with the exception of v) for which you should submit a Stage Two Academic Appeal.
- 4 Your complaint will be upheld where any of the following are found:
 - i) Correct procedures were not followed
 - ii) You experienced prejudice and/or bias
 - iii) Significant changes were made to a course without being properly communicated and/or were not properly taken into account
 - iv) The teaching, supervision or research training provided was insufficient
 - v) Natural justice dictates that the complaint be upheld
 - vi) The learning support provided was unsatisfactory or inappropriate

If you have considered the above points and wish to proceed with the Complaint, please complete the form below and submit to your institution Appeal/Complaint Administrator no later than 10 working days after the date on which the attempt to resolve matters informally was concluded, i.e. the date of the last communication to you regarding the outcome of the informal stage. If you have difficulty in meeting this deadline, please notify your institution Appeal/Complaint Administrator immediately.

Please ensure that your Academic Complaint form and all supporting evidence are placed in an envelope clearly marked with your family name and programme of study and mark the envelope Confidential: 'Stage One Academic Complaint'.

SECTION A – YOUR PERSONAL DETAILS			
Full Name			
Registration Number			
Semester Address			
		Postcode	
Email		Phone	

Mobile			
Telephone			
Home Address			
		Postcode	
Telephone			

SECTION B – YOUR COURSE DETAILS

Course	
Year of Study	
Full-time or Part-time	
Undergraduate or Postgraduate	
Name of Personal Tutor	

SECTION C – YOUR COMPLAINT

WHAT DO YOUR CONCERNS RELATE TO?

(e.g. Library resources, teaching, classrooms, the information you have been given, supervision, research training)

WHAT IS YOUR COMPLAINT?

(Please explain why you are dissatisfied with the above aspect of your programme of study or its associated facilities.)

HOW WOULD YOU LIKE YOUR CONCERNS TO BE ADDRESSED?

Please ensure that you have attached the following	
<p>A statement explaining:</p> <ul style="list-style-type: none"> • what aspect of your academic experience you are dissatisfied with and you wish to complain about • the reasons you are unhappy • the dates of any circumstances you want us to look at and an explanation of how these circumstances affected your academic experience 	
<p>Please list below what documentation you are submitting as independent evidence. In order to give proper consideration to your Complaint, the Appeal/Complaint Reviewer will need to have as complete a picture as possible. For example, they will need to know how a particular circumstance affected your academic experience and on what dates things happened.</p> <p>Supporting evidence:</p>	

SECTION D – DECLARATION	
<p>I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief.</p>	
Signed	
Date	

SECTION E – FOR APPEAL/COMPLAINT ADMINISTRATOR USE ONLY

NAME OF APPELLANT:			
REGISTRATION NUMBER:			
PROGRAMME OF STUDY:			
Date received		Date student acknowledgement sent	
Date sent to Appeal/Complaint Reviewer			Date of response from Appeal/Complaint Reviewer
Date of Complaint outcome letter to student			
Notes:			

Staff at Partner Institutions involved in Academic Appeals and Academic Complaints. The Appeal/Complaint Administrator is the point of contact for the Stage One Appeal/Complaint form and will advise on where to access further support and guidance, and whether support can be provided by the Union of UEA Students:

Brooksby Melton College

Appeal and Complaint Reviewer – Director of Curriculum (GFE & HE)
Appeal and Complaint Administrator – Curriculum Administrator (Executive office)

Easton&Otley College:

Appeal/Complaint Reviewer – Vice Principal
Appeal/Complaint Administrator – HE Administrator

Institute of Health and Social Care Studies in Guernsey:

Appeal/Complaint Reviewer – Head of the Institute
Appeal/Complaint Administrator – Senior Institute Administrator

INTO UEA:

Appeal/Complaint Reviewer – Centre Director
Appeal/Complaint Administrator – Academic Support Manager

London Academy of Diplomacy:

Appeal/Complaint Reviewer – Director
Appeal/Complaint Administrator – Programme Manager

Mountview Academy of Theatre Arts:

Appeal/Complaint Reviewer – Academic Director
Appeal/Complaint Administrator – Senior Programme Manager

Contact at the University of East Anglia for Stage Two Appeals and Complaints:

Any queries regarding Stage 2 Appeals and Complaints should be emailed to partnerships@uea.ac.uk