

## Quick Guide – How will my Academic Query/Appeal be dealt with by the University

### Level 1 – Informal Academic Query

Student submits academic query to academic unit for early resolution

Query Rejected - you can either accept this resolution or submit a Level 2 formal appeal (after the Board of Examiners)

Query upheld and you will be offered an appropriate resolution

If you are not happy with the offered resolution you can ask for a Level 3 review

### Level 2 – Formal Academic Appeal

Student submits formal academic appeal via Appeals Form to SPS within 21 days of Level 1 decision

Academic Appeal admitted and forwarded to Appeal Adjudicator

Academic Appeal Rejected – you can either accept this outcome or request a Level 3 review

Appeal Adjudicator considers case by viewing all available evidence

Appeal Adjudicator upholds appeal and sends back for reconsideration

Appeal Adjudicator does not uphold the appeal

Reconsideration takes place

Decision Changed

Decision Stands

### Level 3 - Request for Review

If you are dissatisfied with the resolution at Level 1 or the outcome of your Level 2 appeal, you can request a case review within 14 days of you receiving the decision

Refer back to Level 2

Refer to an Appeal Committee

Reject request for review

Uphold appeal and refer back for consideration

Reject appeal

### External Review – Office of the Independent Adjudicator

If you remain dissatisfied with the outcome, you can submit a complaint to the Office of the Independent Adjudicator via the [OIA website](#).