

# Guidance on submitting an academic appeal

## Advice and Support

Free, independent advice and advocacy is available from the Greenwich Students' Union.

Website: [www.greenwichsu.co.uk/advice](http://www.greenwichsu.co.uk/advice)

Online contact form: [www.greenwichsu.co.uk/advice/triageform/](http://www.greenwichsu.co.uk/advice/triageform/)

## Contents

Who can submit an academic appeal?.....	2
What can I appeal against? .....	2
When should I submit my appeal? .....	3
Can I still attend my awards ceremony? .....	4
What do I need to say on the appeal form? .....	4
What evidence do I need?.....	4
How do I submit my appeal?.....	5
Update a draft.....	9
What happens next?.....	11
My appeal meets the grounds – what happens now? .....	11
Stage 1 – Consideration of the appeal .....	11
Stage 2 – Academic Appeals Committee.....	12
What if I don't like the outcome of my appeal? .....	13
The appeal process is complete - what else can I do?.....	13
Pursuit of unfeasible academic appeals .....	13

## Who can submit an academic appeal?

Current students on an undergraduate or postgraduate taught programme of study may submit an academic appeal, as long as the grounds for appeal are made in accordance with Section 4 of the [Academic Appeals Procedure \(Taught Awards\)](#).

Appeals relating to postgraduate research issues are considered under the [Academic Appeals Procedure \(Postgraduate Research Awards\)](#).

More information about appeals can be found on our [Appeals and Complaints webpages](#).

## What can I appeal against?

An Extenuating Circumstances claim outcome if:

- your EC claim was rejected because it was submitted after the deadline.
- you were unable to provide evidence by the deadline.
- you think that evidence and/or information provided in support of your claim was not properly considered.
- inadequate explanation was given for the decision.

A Progression and Award Board decision (your results) if:

- you feel you had extenuating circumstances, but you were unable to submit a claim by the deadline.
- the assessment procedure was not applied or was applied incorrectly, and this had a significant negative impact on the decision.

PABs cannot change marks, and it is very rare for work to be re-marked following a Panel decision. Even if your appeal is accepted, you will usually still have to take a reassessment.

An Assessment Offences Panel outcome if:

- the assessment misconduct procedure was not applied correctly, and this had a significant negative impact on the outcome.
- substantial new evidence has come to light.
- the decision reached was unfair based on the available evidence.
- the penalty imposed was excessive.

There are a range of grounds against which you can make an appeal, which are identified in detail the [Academic Appeals Procedure \(Taught Awards\)](#).

Situations where an appeal will be rejected include:

- Appealing against a grade, progression decision, or degree outcome decided by the examiners on the basis that:
  - you, your friends, or anyone other than the person(s) who marked your work thinks it deserves a better grade.
  - your lecturer told you what to do to get a good grade and you feel you did what was required.
  - your lecturer gave you positive feedback on an early draft of your work.
  - you worked really hard and attended all classes.
- Issues related to teaching, feedback, supervision or services. These must be raised at the time the issues occurred as a complaint – please read the [University's Formal Complaints procedure](#) for information on how to make a complaint. If we think you have raised any issues that should be a formal complaint, we will let you know how we will deal with these separately.
- You are appealing an academic decision for which you have already appealed and received an outcome.
- You are appealing against an Assessment Offences Investigative Interview outcome (**not** the Panel decision). If you're unhappy with the outcome of your investigative interview, you can request that your case is escalated to an Assessment Offence Panel. Further information can be found in the [Assessment Misconduct Procedure](#).

## When should I submit my appeal?

Your academic appeal should be submitted within 14 calendar days of:

- Email notification of your Extenuating Circumstances claim outcome.
- Publication of your Progression and Award Board results in the Student Portal.
- Email notification of your Assessment Offences Panel outcome.

In exceptional cases only, a late appeal may be considered, provided the submission is accompanied by detailed and valid reasons for the late submission.

Evidence should ideally be submitted with your appeal but it is better to submit your appeal on time without evidence than late. Make sure you detail the evidence you intend to provide and the date you can provide it by, and we can give you extra time to submit your evidence if we agree to the delay.

## **Can I still attend my awards ceremony?**

Yes, if your results confirm that you have successfully completed your programme of study.

## **What do I need to say in my appeal?**

When submitting your appeal, make sure to include all the information you want the review panel to consider. Once you've submitted your appeal, you usually cannot add more details later. If your exams or assessments were affected, please mention the dates.

If you talked to a staff member or someone from the Greenwich Students' Union about your appeal, tell us who you spoke with and what advice they gave you.

Remember, a longer appeal or more evidence doesn't necessarily make it stronger. Focus on making your key points clear, ensure your evidence directly relates to your appeal, and consider adding a timeline of events to help explain your case.

## **What evidence do I need?**

It is advisable that you submit as much evidence as you can to support your appeal.

All evidence must be in English or accompanied by a certified translation. Evidence must be in an acceptable file format (JPG/PNG/PDF/Microsoft Office documents) and not password protected.

If you cannot provide your evidence when you submit your appeal, please outline the evidence you intend to provide and advise when you believe it you can supply it, the Academic Appeals Team will review your request and confirm the deadline that we expect you to provide the supporting evidence.

If you do not provide your evidence by the given deadline, your appeal will be considered based on the information you have provided.

If you have previously been in contact with the University Counselling Service about any issues raised in your appeal or matters that may have a bearing upon it, it may be appropriate to consult them.

## How do I submit my appeal?

If you are a postgraduate research student, please see the guidance and form on the [Academic Appeals Procedure \(Postgraduate Research Awards\)](#) page.

If you are a current student on an undergraduate or postgraduate taught programme of study, submit your appeal through the [Digital Student Centre's](#) Academic Appeals area.

1. Sign in to the [Digital Student Centre](#)

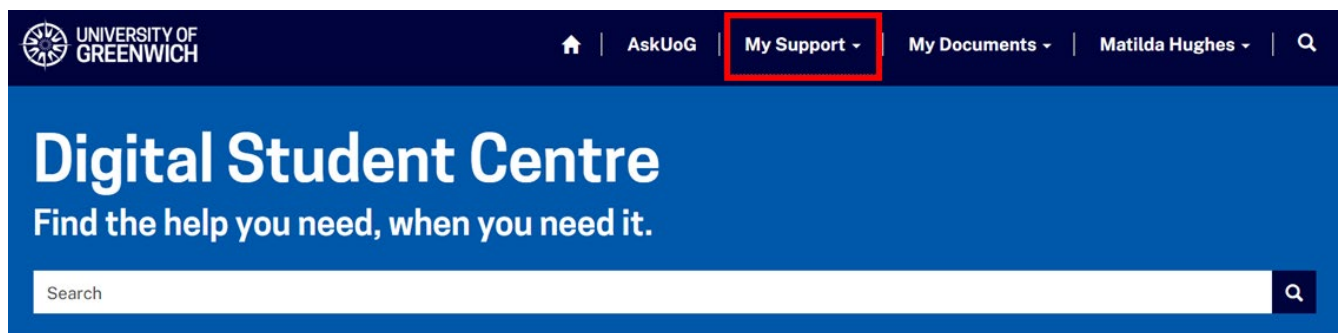


### Most Popular

---

Your login details are the same as your Portal details.

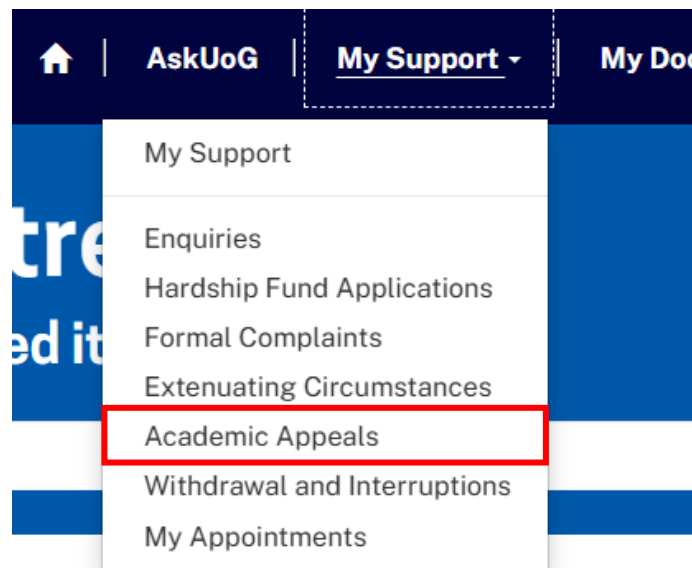
2. Click the **My Support** button in the top navigation bar



### Most Popular

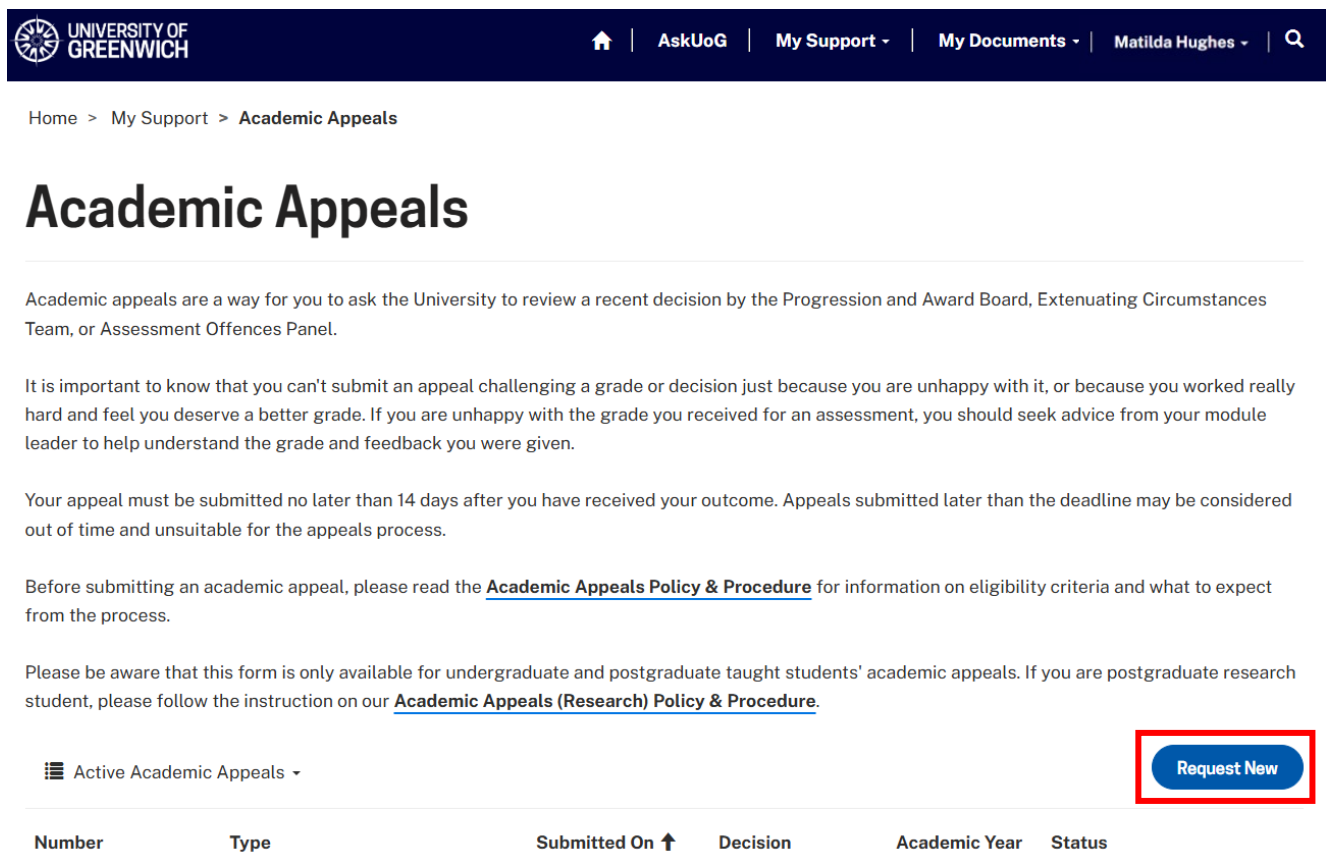
---

3. Select **Academic Appeals** from the menu



This opens the Academic Appeals overview page. Make sure you have read the Academic Appeals Policy & Procedure before proceeding. Links to relevant guidance are found in the overview help text.

#### 4. Click the **Request New** button



Home > My Support > Academic Appeals

## Academic Appeals

Academic appeals are a way for you to ask the University to review a recent decision by the Progression and Award Board, Extenuating Circumstances Team, or Assessment Offences Panel.

It is important to know that you can't submit an appeal challenging a grade or decision just because you are unhappy with it, or because you worked really hard and feel you deserve a better grade. If you are unhappy with the grade you received for an assessment, you should seek advice from your module leader to help understand the grade and feedback you were given.

Your appeal must be submitted no later than 14 days after you have received your outcome. Appeals submitted later than the deadline may be considered out of time and unsuitable for the appeals process.

Before submitting an academic appeal, please read the [Academic Appeals Policy & Procedure](#) for information on eligibility criteria and what to expect from the process.

Please be aware that this form is only available for undergraduate and postgraduate taught students' academic appeals. If you are postgraduate research student, please follow the instruction on our [Academic Appeals \(Research\) Policy & Procedure](#).

☰ Active Academic Appeals ▾ **Request New**

Number	Type	Submitted On ↑	Decision	Academic Year	Status
--------	------	----------------	----------	---------------	--------

5. Enter your answers to each question on the form. You do not need to provide your name or student ID number as they are automatically linked to your appeal.

Make sure to read the help text at the top of each section.

## Upload your evidence

Upload relevant evidence by clicking **Choose Files** on the Evidence tab. If you are uploading multiple files, make sure you save them in the same location.

To upload multiple files, hold the Ctrl key on your keyboard while selecting your documents if you are using a laptop/computer, or touch and hold the file on a mobile device until the option to select multiple files is available.

Grounds For Appeal ✓	Appeal Items ✓	Appeal Detail ✓	Desired Outcome ✓	<b>Evidence</b>
----------------------	----------------	-----------------	-------------------	-----------------

Upload relevant evidence to support your Academic Appeal.

Your appeal must be submitted no later than 14 days after you have received your outcome. Appeals submitted later than the deadline may be considered out of time and unsuitable for the appeals process.

If you choose to submit evidence later below, you will have 5 calendar days to provide your documents. Failure to provide evidence by this deadline will result in your appeal being considered as it was submitted.

If you are unable to provide evidence by the deadline, please respond to the acknowledgement email you receive after submitting your appeal to request an extension.

## Evidence

- ☐ **Submit evidence later** - By clicking this option, you are notifying the Academic Appeals team that you will provide evidence later. You are required to provide evidence to support your appeal. Failure to provide evidence may result in your appeal considered only on information provided in previous sections.
- ☐ I declare that I have read and understood the policy relating to my Academic Appeal. I declare that the information given in the Academic Appeal form is a true statement of facts, and I am willing to answer further questions relating to my appeal if required. I also acknowledge that, in accordance with i) the University's Student Privacy Notice, ii) GDPR and iii) the Data Protection Act 2018, this form will be held on file by the Directorate of Student & Academic Services. \*

Please attach any supporting documents here. \*

No file chosen

If you do not have your evidence at the time of submission, ensure you have described the evidence you will be submitting and when you can provide it in the Appeal Detail tab, then tick the **Submit evidence later** checkbox.

You will receive an email to confirm that the Academic Appeals Team is awaiting evidence to allow them to process your appeal.

## Upload evidence after submitting your appeal

If you have confirmed you will be submitting evidence later, once you have received your evidence, upload it through the Digital Student Centre.

1. Open the Academic Appeals overview page
2. Find your appeal with the Status 'More Information Needed'

## Academic Appeals

Academic appeals are a way for you to ask the University to review a recent decision by the Progression and Award Board, Extenuating Circumstances Team, or Assessment Offences Panel.

It is important to know that you can't submit an appeal challenging a grade or decision just because you are unhappy with it, or because you worked really hard and feel you deserve a better grade. If you are unhappy with the grade you received for an assessment, you should seek advice from your module leader to help understand the grade and feedback you were given.

Your appeal must be submitted no later than 14 days after you have received your outcome. Appeals submitted later than the deadline may be considered out of time and unsuitable for the appeals process.

Before submitting an academic appeal, please read the [Academic Appeals Policy & Procedure](#) for information on eligibility criteria and what to expect from the process.

Please be aware that this form is only available for undergraduate and postgraduate taught students' academic appeals. If you are postgraduate research student, please follow the instruction on our [Academic Appeals \(Research\) Policy & Procedure](#).

☰ Active Academic Appeals ▾

Request New

Number	Type	Submitted On ↑	Decision	Academic Year	Status	
SLM-ACA-00001039	Extenuating Circumstances Decision	21 May 2025 11:14 PM		2024/2025	More Information Needed	⌵

### 3. Click the arrow beside your appeal

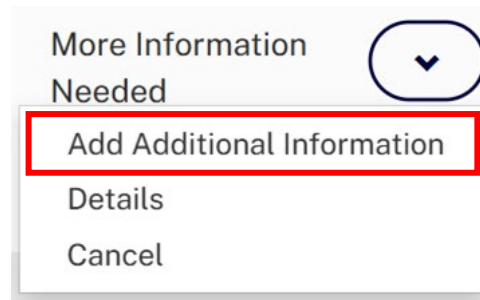
☰ Active Academic Appeals ▾

Request New

Number	Type	Submitted On ↑	Decision	Academic Year	Status	
SLM-ACA-00001039	Extenuating Circumstances Decision	21 May 2025 11:14 PM		2024/2025	More Information Needed	⌵

### 4. Select **Add Additional Information** from the drop-down menu





5. Click **Choose Files** at the bottom of the form and upload your additional evidence

**Additional Information Deadline**

03 Jun 2025

**Additional Information Needed**

You have submitted a claim without providing evidence. Please provide supporting evidence by the date shown.

Please attach any supporting documents here. \*

**Choose Files** No file chosen

**Submit**

Note: To upload multiple files, hold the Ctrl key on your keyboard while selecting your documents if you are using a laptop/computer, or touch and hold the file on a mobile device until the option to select multiple files is available.

6. Click **Submit**

## *Update a draft*

Once you click the Next button at the bottom of the Eligibility section of the form, it is saved in your Digital Student Centre as a draft. You can return and update an appeal when it is in the draft stage.

1. Go to the [Academic Appeals landing page](#) in the Digital Student Centre
2. Find your appeal with **Draft** in the Status column

# Academic Appeals

Academic appeals are a way for you to ask the University to review a recent decision by the Progression and Award Board, Extenuating Circumstances Team, or Assessment Offences Panel.

It is important to know that you can't submit an appeal challenging a grade or decision just because you are unhappy with it, or because you worked really hard and feel you deserve a better grade. If you are unhappy with the grade you received for an assessment, you should seek advice from your module leader to help understand the grade and feedback you were given.

Your appeal must be submitted no later than 14 days after you have received your outcome. Appeals submitted later than the deadline may be considered out of time and unsuitable for the appeals process.

Before submitting an academic appeal, please read the [Academic Appeals Policy & Procedure](#) for information on eligibility criteria and what to expect from the process.

Please be aware that this form is only available for undergraduate and postgraduate taught students' academic appeals. If you are postgraduate research student, please follow the instruction on our [Academic Appeals \(Research\) Policy & Procedure](#).

☰ Active Academic Appeals ▾

Request New

Number	Type	Submitted On ↑	Decision	Academic Year	Status	
SLM-ACA-00001039	Extenuating Circumstances Decision			2024/2025	Draft	⌵

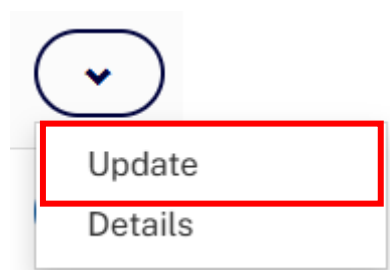
## 3. Click the arrow beside your draft

☰ Active Academic Appeals ▾

Request New

Number	Type	Submitted On ↑	Decision	Academic Year	Status	
SLM-ACA-00001039	Extenuating Circumstances Decision			2024/2025	Draft	⌵

## 4. Select **Update** from the menu



## 5. Continue filling out your appeal form

## What happens next?

Once you submit your appeal, you will receive an acknowledgement email informing you that it has been received.

Your appeal will then be reviewed to make sure it meets the grounds for consideration - it may be rejected at this stage if any of the following apply:

- Your appeal is based solely on a disagreement with the academic or professional judgement of a Progression and Award Board (PAB)/Assessment Offences Panel (AOP).
- You have not provided a valid reason explaining why you were unable to submit a claim of Extenuating Circumstances at the correct time.
- You have not provided a valid reason explaining why you were unable to provide supporting evidence by the given deadline.
- Your appeal does not demonstrate or evidence why you believe your Extenuating Circumstances claim was not properly considered.
- Adequate reasons for the Extenuating Circumstances decision were provided.

If we reject your appeal at this stage, we will explain this to you in writing and advise you of your right to request a final review of the decision under the [Final Review Procedure](#).

## My appeal meets the grounds – what happens now?

### *Stage 1 – Consideration of the appeal*

An Appeals Investigation Officer will obtain information from other areas of the university as required. The Appeals Investigation Officer will then consider your appeal and the information obtained and advise you of the Stage 1 outcome, which will be that your appeal is either accepted, rejected, or dismissed.

If your appeal is accepted, the decision will include details of how we have resolved your appeal. If the Appeals Investigation Officer is unable to reach a conclusion based on the information available, the appeal will be referred to Stage 2.

If your appeal is rejected or dismissed, you will be issued with a Stage 1 outcome explaining the reasons why and how you can request a review of the decision under the Final Review procedure.

Some common outcomes of successful appeals are your reassessment status is changed (e.g. you are given an uncapped assessment as if you are undertaking the work for the first time instead of a capped assessment) or, if you have exhausted all your assessment opportunities, you may be granted one final further reassessment opportunity.

We aim to complete this stage within 28 calendar days, although we will always provide an outcome as soon as possible. If there are any delays, we will let you know what is happening and when we expect to be able to complete Stage 1.

## *Stage 2 – Academic Appeals Committee*

If your case is referred to an Academic Appeals Committee, a meeting of the Academic Appeals Committee will normally be arranged within 28 days of the referral to consider your case.

The Academic Appeals Committee will conclude your appeal by reaching one of the following decisions:

- a) Your appeal is dismissed and the original decision stands. This decision concludes the academic appeal process and you will be informed of your right to request a review of the academic appeal process under the Final Review Procedure.
- b) Your appeal is returned to the relevant decision-making body to reconsider the original decision, taking into account the findings of the Academic Appeals Committee.

You will be notified of the Academic Appeals Committee decision in writing within 7 calendar days with reasons for the decision.

The reconvened decision-making body will have the power to confirm or amend the original decision. You will normally be notified of the reconsidered decision within 28 calendar days of the Academic Appeals Committee.

The reconsidered decision will be final, and you will be informed of your right to request a review of the academic appeal process under the Final Review Procedure.

## What if I don't like the outcome of my appeal?

When you receive any kind of formal decision on your appeal, with the exception of a Completion of Procedure letter, the outcome will advise you that you have 14 calendar days to request a final review of that decision, in accordance with the University's [Final Review Procedure](#).

## The appeal process is complete - what else can I do?

On completion of your appeal, you will receive an outcome letter, which will be made available in the [My Documents](#) section of your Digital Student Centre. If you have requested a Final Review, you will receive a 'Completion of Procedures' statement, which means that we consider the Academic Appeals process to be complete.

If you feel that the outcome of your appeal is unreasonable in relation to the evidence submitted, you may request a review from the Office of the Independent Adjudicator for Higher Education (OIA) within twelve months of the issue of the Completion of Procedures statement.

Information regarding this is on the OIA website: <http://www.oiahe.org.uk>

## Pursuit of unfeasible academic appeals

Very occasionally, a student will respond unreasonably to a negative outcome. This can include:

- repeatedly submitting an academic appeal for the same thing, which could be construed as being obsessive, harassing, or repetitive.
- insistence on pursuing academic appeals that have no chance of success and/or seeking unrealistic, unreasonable outcomes.
- insistence on pursuing what may be a valid academic appeal in an unreasonable manner.

If we believe that this is happening, we may decide to stop consideration of your appeal. We will write to you explaining why we are stopping consideration and provide details of how you can challenge this decision.