

STUDENT APPEALS POLICY – (HEALTH WELLBEING AND SUPPORT FOR STUDY, FITNESS TO PRACTISE, STUDENT CONDUCT, STUDENT COMPLAINTS, STUDENT PRECAUTIONARY MEASURES)

1. Purpose of Policy

- 1.1 The purpose of this policy is to ensure that students have the right to make an appeal, within the bounds of this policy, following an outcome of one of the below procedures.
- 1.2 The appeals process should:
 - Be easy to navigate for students
 - Be timely (appeals should normally conclude within 30 calendar days of the appeal being lodged)
 - Ensure that clear reasons are given for decisions reached
 - Ensure that there is clear and timely communication with the student throughout the process
 - Ensure an appropriate level of confidentiality

2. Scope

- 2.1 This appeals policy applies to:
- 2.2 Student Regulation 7 and the Student Conduct Procedure
- 2.3 The Health Wellbeing and Support for Study Policy
- 2.4 The Fitness to Practise Policy
 - The Dignity and Respect Policy – Student Respondents only
 - The Student Complaints Policy
 - The Student Precautionary Measures Policy
- 2.5 Any student who has been:
 - The subject of a Health Wellbeing and Support for process
- 2.6 The subject of a Fitness to Practise process
- 2.7 The responding party in the Student Conduct process
- 2.8 The reporting party in the Student Conduct process
- 2.9 Suspended from study as a Precautionary Measure
- 2.10 or has completed Stage 2 of the Student Complaints procedure may submit an appeal using the process below.
- 2.11 In addition, *any* student who has been party to any of the above procedures can raise a concern about the *service* they received during this process using the Student Complaints policy.

3. Roles and responsibilities

- 3.1 Responsibilities of the Head of Governance may be completed by themselves or delegated to a nominee.
- 3.2 The term 'Case Manager' refers to a member of the University of Bath Governance team. Their role is to oversee the flow of business through the appeals process. This person does not make any decisions regarding the progression or outcome of an appeal.

4. Definitions:

4.1 *Student:*

The term 'student' applies to any registered student at the University of Bath, as well as any individual who fulfils any of the below requirements:

- An applicant who has been accepted to study at the University or
- A former registered student whose leaving date is within the last six months or
- A student currently registered on a programme of study at a franchised, validated or partner institution (Where the complaint meets the definition within the University of Bath Complaints Policy and could not be resolved through the partner institution complaints policy, it may be reviewed under this policy.)

A third party can submit an appeal on behalf of a disabled or otherwise vulnerable student with the signed written consent of the student.

4.2 *The Appeals Panel:*

The Appeals Panel will normally comprise three members from the Appeals Panel Pool, at least one of whom is a University of Bath staff member and at least one of whom is an external member. The members of the Appeals Panel will not have been involved with the earlier stages of a student's case and will have no reasonable perception of bias. All members of the Appeals Panel Pool will have undertaken the training required to fulfil this role. In the case of a Fitness to Practise appeal, a Practitioner from the relevant discipline will act as an advisor to the panel.

5. Policy review

If you have any feedback on this policy, or on your experience of this policy or process, please email student-appeals@bath.ac.uk

6. Related Policies and Procedures

- 6.1 Student Regulation 7 and the Student Conduct Procedure
- The Health Wellbeing and Support for Study Policy
 - The Fitness to Practise Policy
 - The Dignity and Respect Policy – Student Respondents only
 - The Student Precautionary Measures Policy

- The Student Complaints Policy and Procedure

7. Document Control Information

Owner	University Secretary & Registrar
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Date of next review	TBC

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8. Conclusion of the original case:

- 8.1 Following the conclusion of a Health, Wellbeing and Support for Study, Fitness to Practise Student Complaints, Precautionary Measures or Student Conduct case, the Student Policy and Safeguarding team will notify the Governance Team of the name of the student subject to the process, and the date by which they would need to submit an appeal. Following the submission of an appeal, further information about the case will be shared with the Governance team.

9. Submitting an appeal:

- 9.1 A student can submit an appeal within 10 working days of the outcome of their case. They can do this by emailing student-appeals@bath.ac.uk. If there are exceptional circumstances which prevent a student from submitting an appeal within the 10-day timeframe, the student should email student-appeals@bath.ac.uk explaining these circumstances. The Head of Governance will decide if consideration of the appeal will go ahead. If a student does not submit an appeal in this timeframe, they may email student-appeals@bath.ac.uk to request a Completion of Procedures letter. The Case Manager will ask the Student Policy and Safeguarding team to provide this letter outlining that the student has not completed the University's internal processes.
- 9.2 A student may make an Appeal Case on one or more of the following grounds:
- That there was procedural error in the conduct of the relevant process which may cause doubt as to the determination reached;
 - That new evidence has been made available which the student could not reasonably have provided during the relevant process;
 - That there was bias during the relevant process which may cause doubt as to the determination reached;
 - That the sanction or outcome imposed was disproportionate.*

*A reporting party in a Student Conduct process may not make an appeal on the grounds that a sanction imposed on another student was disproportionate.

9.3 The student should include a completed Appeals form (available from <https://www.bath.ac.uk/guides/student-appeals-process/#how-do-i-make-an-appeal>) including:

- The outcome(s) the student is appealing against
- The ground(s) the appeal is based on
- The student's desired action following consideration of the appeal
- All evidence available to the student in support of the Appeal
- Consent for the University of Bath to access relevant documentation for review*

*For cases from a programme of study at a franchised, validated or partner institution.

- 9.4 The grounds for appeal will be considered by the Head of Governance and a member of the appeals pool who will decide:
- a) There are no grounds for appeal. The Case Manager will write to the student informing them that the appeal will not proceed and the reason for this. They will include a Completion of Procedures letter.
 - b) There are grounds for appeal. The Case Manager will convene an Appeals Panel.
- 9.5 In making this decision the Head of Governance and member of the appeals pool will consider all potential grounds for appeal.
- 9.6 In Student Conduct cases where there are multiple parties, all submitted appeals will be considered together by the Head of Governance and the same member of the appeals pool for consistency.

10. The Appeals Panel

- 10.1 The Appeals Panel will be made up of three members of the Appeals Panel Pool, at least one of whom is a member of University of Bath Staff, and at least one of whom is an external colleague. The Panel retains the right to co-opt expertise to advise on individual cases. In the case of a Fitness to Practise appeal, a Practitioner from the relevant discipline will become an advisor to the panel.
- 10.2 The Appeals Panel will be convened by The Case Manager who will write to the student giving at least 5 working days' notice of the panel meeting. Students are entitled to be accompanied by an adviser, family member or friend. Accompanying individuals may be allowed to speak at the hearing at the discretion of the Chair but will not normally be allowed to cross examine witnesses. In addition, disabled students may also be accompanied by a support worker or advisor if required. The student is required to notify the Case Manager of the name of anyone accompanying them to the appeal, with at least 3 working days' notice, by emailing student-appeals@bath.ac.uk
- 10.3 The Appeals Panel will invite the student to provide a verbal or written statement and answer questions from the panel members. The Appeals Panel will invite the Chair of previous stages of the processes to explain earlier decisions and outcomes/sanctions. The Appeals Panel may need to consider any new evidence. New evidence will be thoroughly tested, and this may include speaking to other parties to the case such as the reporting party, the respondent, or other witnesses (where relevant).
- 10.4 In Student Conduct cases where there are multiple parties, all accepted Appeal Cases will be considered by one Appeals Panel for consistency.
- 10.5 The Appeals Panel will decide for each individual:
- a) To reject the appeal case, confirming the original outcome (and sanctions in Student Conduct cases);
 - b) To uphold the appeal case, and amend the outcome (and/or sanctions in Student Conduct cases).

11. Ongoing actions:

- 11.1 If a student is appealing against outcomes or sanctions of the processes listed above, those sanctions or outcomes will normally still be applied whilst the appeal is ongoing. Any precautionary measures will still apply during the appeals process.

12. Outcomes:

- 12.1 The outcome of the appeal process will normally be communicated in writing to the student (and all those directly involved) within 30 calendar days of the appeal form being submitted and 14 calendar days of any Appeal Panel hearing. This will include an explanation of the outcome decision and a Completion of Procedures letter.
- 12.2 If it is anticipated that the process will take longer, those involved will be informed in writing and provided with an amended timescale and reasons for the delay.

13. Support for students:

- 13.1 We strongly recommend that all students seek advice from the SU Advice centre, which is independent of the University. The SU Advisors can assist with completing an appeals form, preparing for the appeal and can attend the appeal as an advisor. Students can arrange a meeting with an advisor by emailing suadvice@bath.ac.uk
- 13.2 The appeals process can be difficult, and we strongly recommend that students seek emotional support from the University's Student Support Service before, during or after their appeal.
- 13.3 Any student who has been party to the appeals procedure, and would like to raise a concern about the service they received, can do so using the Student Complaints policy (<https://www.bath.ac.uk/guides/student-complaints-policy-and-procedure/>).

Amendments to these Regulations are approved by Senate. Any such amendments are identified above and will take effect from the date shown.

Date of Last Update: 1 August 2026