



Student Appeals

Procedure

This procedure applies to:

- All students and applicants on University of the Built Environment taught programmes.
- Students studying or applying to the London School of Architecture for programmes where University of the Built Environment is the awarding body.

Version: 19.00

Status: FINAL

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Date: 28/11/2025

Student Appeals

Table of Contents

1.	<i>Introduction</i>	1
2.	Scope	1
3.	What is an appeal?	1
4.	Reasons for appealing	2
5.	How do I make an appeal?	3
6.	What are the possible outcomes of an appeal?	5
7.	The Procedure – Step by Step	5
7.1	Stage 1: Informal Appeal	6
7.2	Stage 2: Formal Appeal	7
7.3	Raising a Stage 2 formal appeal	7
7.4	Demonstrating valid grounds for appeal Stage 2	7
7.5	Stage 2 Review	8
7.6	Stage 3: Review	10
8.	Late Appeals	11
9.	The Office of the Independent Adjudicator	11
10.	Should I appeal?	12
10.1	Board of Examiners	12
10.2	Mitigating Circumstance Decisions	12
10.3	Academic Misconduct Panel	13
10.4	Disciplinary Decision	13
10.5	Decision on the Provision of Reasonable Adjustments	14
10.6	Admissions Decision	14
10.7	Fitness to Study Panel	15
11.	How will my personal information be dealt with?	15
12.	Information for staff involved in Stage 1 Appeals	16

Student Appeals

1. Introduction

University of the Built Environment is committed to ensuring that all students have access to a fair and transparent process for appealing academic decisions. This procedure outlines the steps that students need to follow to submit an appeal. The procedure is designed to provide a supportive and structured environment for students to raise issues of concern relating to decisions made by a decision-making body with the assurance that such issues will be treated in confidence and with impartiality.

2. Scope

The procedure is applicable to the following:

- Any student or applicant for undergraduate and postgraduate taught programmes with University of the Built Environment. The term 'student' includes apprentices.
- Students studying or applying to the London School of Architecture for programmes where University of the Built Environment is the awarding body.

The following students are not in scope of this procedure:

- London School of Architecture students who commenced in autumn 2024 or earlier where the University of Liverpool is the awarding body. They should instead refer to the University of Liverpool Code of Practice on Assessment Appendix F Assessment Appeals for Undergraduate and Taught Postgraduate Programmes ([opens new window](#)).
- Postgraduate Research Students. They should instead refer to the Postgraduate Research Student Appeals Procedure.

3. What is an appeal?

- 3.1 An appeal is "a request for a review of a decision made by an individual or body (i.e. one of the University's committees) charged with determining applications for admission and making decisions about student progression, assessment and awards".
- 3.2 The University often has to take decisions that affect your academic progression. If you think that your case has not been properly considered or that a decision is unfair, you have the right to appeal against it. This document explains how to make an appeal against:
 - decisions of the Board of Examiners (i.e. a Module Board; a Progression and Awards Board, or a Resubmission Progression and Award Board).

Student Appeals

- decision of a Mitigating Circumstances request.
- decisions of the Academic Misconduct Panel.
- Disciplinary decisions.
- decisions on the provision of reasonable adjustments.
- Admission or Registration decisions.
- decisions of the Fitness to Study Panel.
- Widening Participation Funding decision.
- Attendance and Engagement progress review (Master of Architecture programme only).

Appeals are different to complaints. If you wish to make a complaint, including complaints about teaching or academic services, you must use the [Student Complaints Procedure](#) (opens in new window). A complaint is '*an expression of dissatisfaction by one or more students about the University's action or lack of action, or about the standard of service provided by or on behalf of the institution*'. If you are unsure whether your case is an appeal or complaint, you can contact the Appeals Officer on appeals@ube.ac.uk for advice.

4. Reasons for appealing

- 4.1 If you are unsure whether you want to appeal, read [Section 10 "Should I appeal?"](#) for further guidance.
- 4.2 You may appeal against a decision for one or more of the following reasons, or "grounds", but only if they have not previously been notified to the [decision-making body](#):
 - Ground i) There are mitigating or other circumstances potentially affecting you which were not known to, or could not, for good reason, be drawn to the attention of the decision-making body at the time the decision was made.
 - Ground ii) There has been an administrative error or other irregularity by the University or decision-making body.
 - Ground iii) University of the Built Environment did not follow its own rules and procedures under the academic regulations, or reached a decision that no reasonable impartial body, properly directed and taking into account all relevant factors, could have arrived at.

Student Appeals

4.3 You may not appeal against a decision made by academic staff on the quality of any work itself or the criteria being applied to mark any work. This is called a “challenge to academic judgement”.

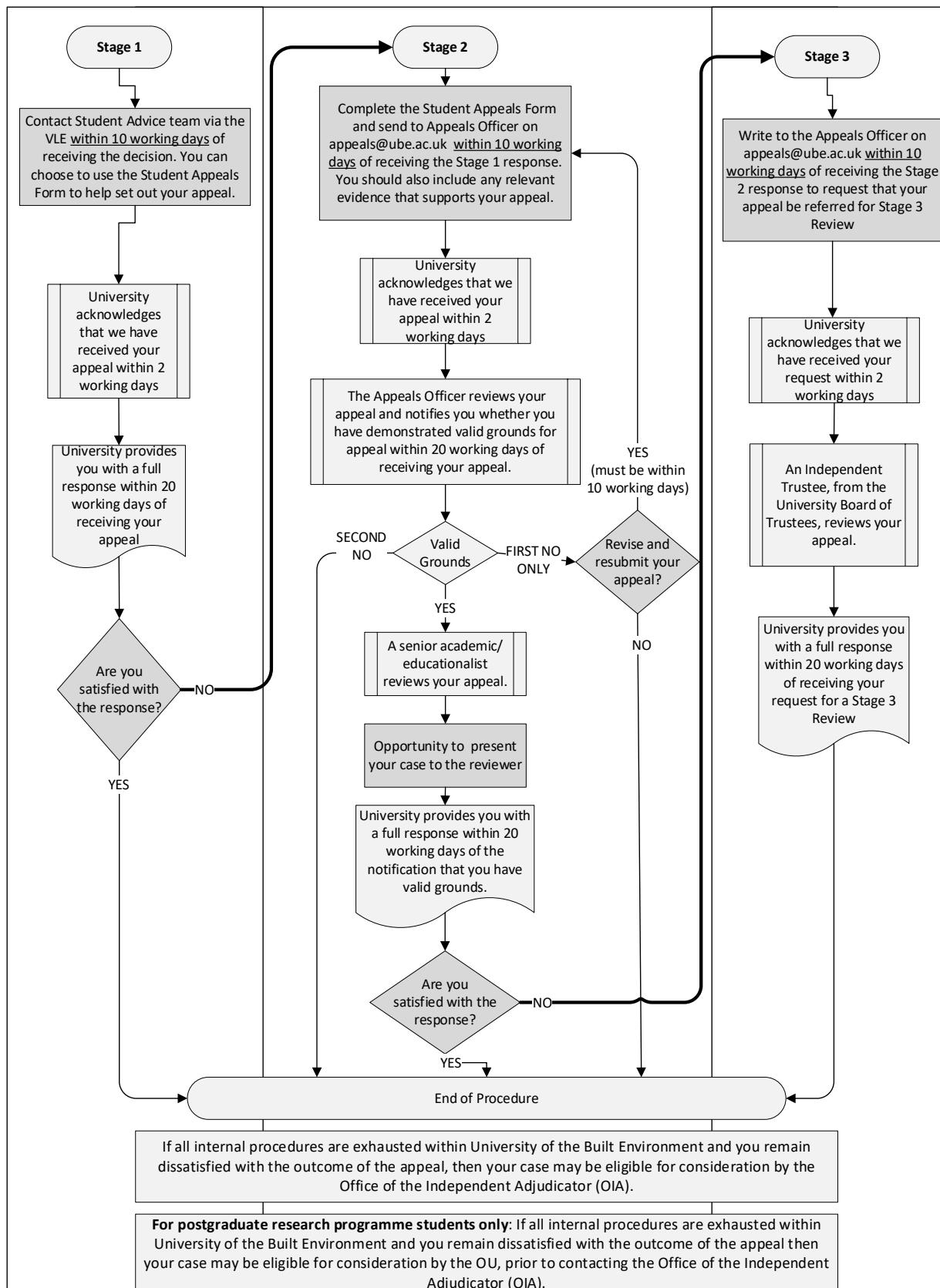
5. How do I make an appeal?

The appeals procedure has 3 stages:

- [Stage 1: Informal Appeal](#)
- [Stage 2: Formal Appeal](#)
- [Stage 3: Review](#)

You must start at Stage 1, with the exception of appeals against disciplinary decisions, decisions of the Fitness to Study Panel or Widening Participation funding decisions which must start at Stage 2. The [flow diagram](#) below shows the process, and each stage is described in detail in [Section 7: The Procedure – Step by Step](#).

Student Appeals



Student Appeals

Notes:

- If you are an applicant who does not have access to the VLE, you can raise your [Stage 1 Appeal](#) by contacting admissions@ube.ac.uk.
- If you are appealing against a disciplinary decision, decisions of the Fitness to Study Panel, or Widening Participation funding decisions you should begin at [Stage 2](#) because Stage 1 does not apply to these decisions.
- You cannot appeal against individual assessment marks. These marks remain provisional until confirmed by the relevant board of examiners and released on the relevant results day.
- The Appeals procedure is a stand-alone process. Any student raising an appeal should continue to engage with their studies, including any resubmissions on the premise that the original decision stands until their appeal outcome is provided.
- Engagement with the appeals procedure will not be recognised or considered as mitigating circumstances in accordance with the University's [Mitigating Circumstances Procedure](#) (opens in new window)

6. What are the possible outcomes of an appeal?

- 6.1 Having considered your appeal, the reviewer will find that your appeal is either:
 - Justified.
 - Partly justified; or
 - Not justified.
- 6.2 If your appeal is found to be justified, or partly justified, the original decision-making body will be asked to reconsider the original decision, with a recommendation from the reviewer to either reverse or alter the original decision. The decision made following this reconsideration will be confirmed in the appeal outcome provided to you.
- 6.3 If your appeal is found to be not justified, the original decision is confirmed.
- 6.4 All outcomes will include clarification on the decision-making process.

7. The Procedure – Step by Step

If you are unsure whether you want to appeal, read [Section 10 "Should I appeal?"](#) for further guidance.

The Appeals procedure is evidence based. Supporting evidence should be provided within the appeal submission to support the grounds for appeal.

Student Appeals

Any circumstances cited in an appeal should also be demonstrated through evidence.

If you need help or support at any point in the procedure, you can contact the Appeals Officer on appeals@ube.ac.uk. If you are an apprenticeship student, your Apprenticeship Outcome Officer (AOO) can also provide advice and guidance.

The University has a dedicated Disability and Welfare Team that can provide information, advice, and guidance to support disabled students to fully engage with university processes. If students are experiencing any barriers to engaging in the process or are finding their mental health is being impacted, they can contact disabilitysupport@ube.ac.uk for support.

Appeals made by third parties on your behalf will not normally be accepted. However, if you have a disability or other impairment which makes you unable to represent yourself, please contact the Appeals Officer on appeals@ube.ac.uk for details on how to appoint a representative.

7.1 Stage 1: Informal Appeal

- 7.1.1 Please note that this stage does not apply to appeals against Disciplinary decisions, decisions of the Fitness to Study Panel or the Widening Participation fund. These appeals should begin at [Stage 2: Formal Appeal](#).
- 7.1.2 If you wish to raise an appeal, contact the Student Advice Team [via the VLE](#) (opens new window) in writing as soon as possible, but within 10 working days, after receiving the decision that you are appealing against. You may find the [Student Appeal Form](#) (opens new window) useful to set out your appeal. If you are an applicant and do not have access to the VLE please send your query to admissions@ube.ac.uk.
- 7.1.3 Before making an appeal, it is recommended that students seek advice and guidance from a trusted source, such as Student Advice team, Apprenticeship team, or relevant module leader. The Appeals Officer is able to provide impartial advice regarding the Student Appeals Procedure.
- 7.1.4 At Stage 1 you are encouraged to include relevant evidence supporting the appeal that you wish to be considered. Examples of evidence you may wish to include are:
 - dated medical documents
 - reports by professionals
 - financial information
 - witness statements

Student Appeals

- copies of communication you reference in your appeal.

7.1.5 Once all relevant information has been provided, the University will acknowledge receipt of your appeal within 2 working days.

7.1.6 The University will review your appeal and provide a full response within 20 working days.

7.1.7 The University will make every effort to resolve your appeal at Stage 1. If you are satisfied with the response, this is where the procedure ends. If you are not satisfied with the response, you have the right to escalate your appeal to [Stage 2: Formal Appeal](#).

7.2 Stage 2: Formal Appeal

7.3 Raising a Stage 2 formal appeal

7.3.1 An appeal can only be raised at Stage 2 after Stage 1 of the appeals procedure has been completed (except for appeals against disciplinary decisions, decisions of the Fitness to Study Panel or Widening Participation Funding decisions which should be raised at Stage 2 in the first instance).

7.3.2 Stage 2 can take up to 40 working days (excluding resubmission opportunity) to complete. You should therefore consider the implication of awaiting a decision as, if your appeal is not successful, the delay may inhibit your progress on your programme.

7.3.3 To raise a Stage 2 Formal Appeal, complete and sign the Student Appeal Form, attaching any relevant evidence, not previously considered and submit it to the University's Appeals Officer on appeals@ube.ac.uk within 10 working days of receiving the Stage 1 response. (For appeals starting at Stage 2 you must submit the form within 10 working days of the written confirmation of the decision).

7.3.4 The University will acknowledge receipt of your appeal within 2 working days.

7.4 Demonstrating valid grounds for appeal Stage 2

7.4.1 The Appeals Officer will review your appeal form and decide whether it demonstrates that your appeal falls under one or more of [the allowed grounds](#). This is called "demonstrating valid grounds for appeal". This will be determined solely on whether or not your appeal comes within the grounds specified in [Section 4: Reasons for appealing](#) and does not imply a judgement on the merit of an appeal.

Student Appeals

- 7.4.2 You will be notified of the Appeals Officer's decision within 20 working days of receipt of your Stage 2 appeal form.
- 7.4.3 If the Appeals Officer determines you have demonstrated valid grounds to escalate your appeal, your appeal will be allocated to a Reviewer. If this is the case, please skip to [Section 7.7: Stage 2 Review](#) for the next steps.
- 7.4.4 If the Appeals Officer determines you have not demonstrated valid grounds for appeal, they will provide you with an explanation. If you wish, you will have one further opportunity to revise your appeal and resubmit it to appeals@ube.ac.uk for reconsideration, within 10 working days.
- 7.4.5 Any resubmission will be reviewed by the Appeals Officer. The Appeals Officer may also confer with a Senior Academic, or member of Professional Services staff, including sharing any and all documentation related to the appeal, in order to reach a decision on the validity of the appeal. You will be notified of the decision within 10 working days.
- 7.4.6 If, following this reconsideration, the Appeals Officer determines you have now demonstrated valid grounds for appeal, your appeal will be allocated to a Reviewer. If this is the case, please skip to [Section 7.7: Stage 2 Review](#) for the next steps.
- 7.4.7 If you choose not to revise and resubmit your appeal or if, following your resubmission, the Appeals Officer determines you have not demonstrated valid grounds for appeal then there is no further opportunity to appeal. You will be provided a 'Completion of Procedures' letter detailing our final response to the appeal. The Completion of Procedures letter is a requirement of the [Office of the Independent Adjudicator \(OIA\) \(See Section 9\)](#) and confirms that the appeal has reached the end of the University of the Built Environment appeals procedure.
- 7.4.8 The Appeals Officer, in consultation with the Chair of Academic Board (or nominee), reserves the right to allow an appeal to proceed based on a significant reason not covered by the grounds in [Section 4: Reasons for appealing](#), but which is felt to have had a significant detrimental effect on the student.

7.5 Stage 2 Review

- 7.5.1 Following the decision that you have demonstrated valid grounds for appeal; the Appeals Officer will allocate a Stage 2 Reviewer to consider your appeal.
- 7.5.2 The Stage 2 Reviewer will be a member of the University's Senior Leadership Team with no previous involvement in the case.

Student Appeals

- 7.5.3 The Reviewer will normally provide you a response within 20 working days.
- 7.5.4 The Reviewer will be given a copy of:
 - your Stage 2 appeal submission.
 - any documentation relating to the original decision (e.g. minutes of the Board of Examiners).
 - any evidence provided by the appellant.
 - a copy of your Stage 1 appeal and the institute's response; and
 - full particulars of your academic record (and academic misconduct and/or disciplinary record if applicable) as far as it relates to the subject of your appeal.
- 7.5.5 The Reviewer may request any further information they feel is needed to undertake deliberations fairly and impartially, such as copies of previous correspondence. The Reviewer may also choose to consult with key members of staff.
- 7.5.6 You will be invited to present your case, in person or via an online meeting to the Reviewer. You may be accompanied by a family member, friend, or colleague who can act as a companion but not a legal representative for you. The Reviewer may also use this as an opportunity to ask questions relating to your appeal and your preferred outcome. The Appeals Officer (or nominee) will attend the meeting to take notes and a copy of these will be provided to you within 5 working days of the meeting. If you disagree with the notes of the meeting, you can suggest amendments within 5 working days, and these will be recorded.
- 7.5.7 You will be given adequate notice of this meeting, and every effort will be made to facilitate your attendance. However, if, after reasonable efforts, you fail to attend, the Reviewer will consider your appeal based on the documentary evidence only. Any delays in attending this meeting may impact the timescale for response.
- 7.5.8 Prior to the meeting you will be provided with a copy of any documentation the Reviewer will take into account in their decision, as outlined in [7.4.4](#), unless this is restricted by the [University Data Protection Policy](#) (opens new window) and [Privacy Policy](#) (opens new window), the Data Protection Act 2018 or the General Data Protection Regulations 2016 (GDPR). If, following the meeting, the reviewer obtains any further documentation not previously shared with you, this will be shared with you immediately.

Student Appeals

- 7.5.9 The Reviewer may also confer with members of the Senior Leadership Team, including sharing any and all documentation related to the appeal, to reach a fair and impartial decision.
- 7.5.10 The Stage 2 Reviewer will not enter into correspondence with you following delivery of their decision. If you are satisfied with the response, this is where the procedure ends. If you are not satisfied with the response, you have the right to escalate your appeal to [Stage 3: Review](#).

7.6 Stage 3: Review

- 7.6.1 An appeal can only be raised at Stage 3 after [Stage 2](#) of the appeals procedure has been completed.
- 7.6.2 To raise a Stage 3 review, contact the Appeals Officer on appeals@ube.ac.uk within 10 working days of receiving the Stage 2 response and request that your case is referred for Stage 3 Review.
- 7.6.3 The Appeals Officer will acknowledge receipt of your request within 2 working days.
- 7.6.4 The Appeals Officer will allocate a Stage 3 Reviewer to consider your appeal.
- 7.6.5 The Reviewer will normally provide a response within 20 working days.
- 7.6.6 The Stage 3 review will normally be an Independent Trustee from the Board of Trustees, who sits outside of the University's management structure.
- 7.6.7 The Stage 3 Review is confined to:
 - A review of whether the appropriate procedures were followed at Stage 2 of the appeal.
 - Consideration of whether the decision was reasonable in all circumstances.
 - A review of any new material evidence which the student was unable, for valid reasons (to be decided by the Reviewer), to provide earlier in the procedure.
- 7.6.8 This is the final stage of the appeals procedure. For all outcomes you will be issued with a 'Completion of Procedures' letter detailing our final response to the appeal within 28 days of the Stage 3 outcome. The Completion of Procedures letter is a requirement of the Office of the Independent Adjudicator (OIA) ([Section 9: Office of the Independent Adjudicator \(OIA\)](#)) and confirms that the appeal has reached the end of the University's internal procedure.

Student Appeals

7.6.9 If you are not satisfied with the response at Stage 3 your appeal may be eligible for consideration by the Office of the Independent Adjudicator. ([How to complain to the Office of the Independent Adjudicator \(OIA\) \(opens new window\)](#)).

8. Late Appeals

8.1 [Section 7: The Procedure - Step by Step](#) outlines the deadlines for submitting your appeal. Any appeal submitted outside of these deadlines will be rejected unless they are accompanied by acceptable evidence of mitigating or other circumstances which impacted the student's ability to submit the appeal within the required timescale. This could include issues related to mental health.

8.2 If you are submitting a late appeal, alongside your appeal you should submit your reasons, supported by evidence, for requesting a late appeal. The reasons provided will be discussed with Head of Disability and Welfare to ensure you are treated fairly, according to the Equality Act 2010.

8.3 If you submit a late appeal and the University makes the decision not to allow the appeal to proceed, you will be provided with an explanation and a 'Completion of Procedures' letter detailing the University's final response. The Completion of Procedures letter is a requirement of the Office of the Independent Adjudicator (OIA) and confirms that the appeal has reached the end of the University's appeals procedure.

9. The Office of the Independent Adjudicator

9.1 If all internal procedures are exhausted and you remain dissatisfied with the outcome of the appeal, then your case may be eligible for consideration by the Office of the Independent Adjudicator for higher education (OIA). The deadline for referring your case to the OIA is within twelve months of the date of the Completion of Procedures letter issued by the University.

9.2 [Details on how to make a complaint to the OIA can be found by clicking here \(opens new window\)](#).

Student Appeals

10. Should I appeal?

10.1 Board of Examiners

10.1.1 It is possible that you may perform badly in an assessment for a variety of reasons but be unaware of it. The reasons may include misreading a question, omitting key points in an answer, or simply misunderstanding the instructions.

10.1.2 To ensure consistency of assessment, the assessment process includes moderation (i.e., second marking) of a sample of scripts to ensure consistency in marks and feedback. It also incorporates scrutiny by independent External Examiners who are specialists in the subjects examined, and who are usually either experienced academics or practitioners. They are not members of the University staff. A sample of assessments are made available to the External Examiners, and particular attention is paid to borderline cases to ensure that no injustice has occurred.

The University also has processes in place to ensure results are free from arithmetical or administrative errors.

10.1.3 Appeals that are based on any of the following will not be considered:

- challenge to academic judgement.
- heavy workload in the workplace as part of normal employment commitments.
- the effect of the result on your employment.
- any difficulty you may envisage due to a later than anticipated programme completion date; or
- any effect on your family life.

10.2 Mitigating Circumstance Decisions

- The Assessment, Results and Awards team will consider your mitigating circumstance request and any submitted evidence, in line with the [Mitigating Circumstances Procedure](#) (opens in new window). Any appeals which are based on the late submission of mitigating circumstances which could have been provided within the specified time frame, without suitable evidence will not be considered.

10.2.1 When appealing a mitigating circumstance outcome, you must provide details on why you do not agree with the outcome or provide additional information for consideration.

Student Appeals

10.3 Academic Misconduct Panel

10.3.1 When considering each case, the Academic Misconduct Panel will consider intent to deceive, the extent of any misconduct, your response to the right to reply, and the evidence provided, as well as previous cases of academic misdemeanours before deciding whether a penalty is appropriate. In short, the Panel will seek to assess whether there is an attempt to cheat the learning process.

10.3.2 Appeals that are based on any of the following will not be considered:

- heavy workload in the workplace as part of normal employment commitments.
- the effect of the result on your employment.
- any difficulty you may envisage due to a later than anticipated programme completion date; or
- any effect on your family life.

10.4 Disciplinary Decision

10.4.1 The University communicates its conduct expectations of students through its [Academic and Programme Regulations for Students](#) (opens new window) and [Terms and Conditions of Contract](#) (opens new window)). You agree to abide by these expectations each time you (re)register.

10.4.2 [The University Student Disciplinary Procedure](#) (opens new window) sets out the procedure for the investigation of minor or major misconduct. Before determining an appropriate sanction, the University will have already considered whether the offence was intentional, whether there are any mitigating factors, the degree of remorse you have shown, any efforts you have made to resolve and remedy the situation as well as the impact and harm on others.

Appeals that are based on the fact a colleague/friend received a different sanction for what you think are similar circumstances will not be considered. Appeals based on any difficulty you envisage due to an applied sanction will not be considered.

10.4.3 Where offences are criminal, it is our policy that we report these to the relevant authorities.

Student Appeals

10.5 Decision on the Provision of Reasonable Adjustments

- 10.5.1 Provision of reasonable adjustments can only be made if verified, identifiable evidence is provided. Reasonable adjustments you may have received at a previous educational institution prior to you starting a programme of study at the University will not necessarily be adopted, unless they are supported by verified, identifiable evidence. Appeals that are based on the fact a colleague/friend received reasonable adjustments, but you did not, will not be considered.
- 10.5.2 If your evidence is not accepted for the reasonable adjustment(s) requested, the Disability and Welfare Team will provide you with an explanation why. You can resubmit additional or new evidence in support of your request for reasonable adjustments and we would encourage you to speak to the team on disabilitysupport@ube.ac.uk in the first instance to help you understand the requirements of any additional evidence required.

10.6 Admissions Decision

- 10.6.1 It is possible for you to feel that you should have been admitted onto a programme or given more exemptions. The Recognition of Prior Learning Panel considers the level of study previously undertaken, the content of the modules therein and experience when deciding on admittance to the programme, in accordance with the approved admissions requirements, and the [Code of Practice chapter on Admissions and Recognition of Prior Learning – Higher Education Programmes](#). Decisions are based on the verified information provided and not on the word of an applicant.

Appeals that are based on any of the following will not be considered:

- a colleague/friend has received an exemption, but you have not.
- the length of the programme without exemptions.
- the fact that exemption or admission is not granted based purely on experience (unless stated in the prospectus).
- the fees due, based on lack of exemptions.

- 10.6.2 Entry requirements for University programmes are detailed in the [Programme Specifications and Academic Regulations](#) (opens new window) on the University of the Built Environment website. Applicants who do not meet these criteria are considered by the Programme Leader. Where the Programme Leader is unable to grant admission to a programme, an alternative is normally recommended. Where this is not possible, applicants will be given advice to upgrade their application.

Student Appeals

10.7 Fitness to Study Panel

- 10.7.1 The Fitness to Study Panel will have considered all the evidence available to them to assess whether you are able to fully engage and safely undertake your academic studies in accordance with the [Fitness to Study Procedure](#) (opens new window).
- 10.7.2 The health and well-being of you and your fellow students are of paramount concern to the Panel.
- 10.7.3 As part of the Fitness to Study Procedure you will have already been given the opportunity to respond to the concerns raised, either in writing or by attending the panel hearing. You will also have received a letter explaining the decision of the panel.

11. How will my personal information be dealt with?

- 11.1 The University will treat students' personal information gathered during appeals confidentially, in line with the Data Protection Act 2018 and the General Data Protection Regulation 2016 (GDPR). Relevant case information will only be disclosed to University staff involved with the appeal.
- 11.2 Student information on appeals will be retained throughout your registration with the University and for a minimum of 6 years from the date of completion of the appeals process. Completion may occur at Stages 1, 2, or 3, depending on whether you have decided to progress your appeal or not.
- 11.3 To preserve the confidentiality of others, you are asked not to include unnecessary personal information about third parties such as family members when submitting an appeal. Under the Data Protection Act 2018 and the GDPR, University of the Built Environment is required to notify third parties if it is processing their information, so please think carefully before submitting personal information about yourselves or others. You may wish to seek advice from the University Data Protection Officer on dataprotection@ube.ac.uk.

Details of appeals, including outcomes, will be reviewed on a quarterly basis by the University Senior Leadership Team and Board of Trustees.

The appeal log will be analysed for evidence of continuous improvement in processes and provision. An anonymised summary of appeals on record and how they have been managed will also be reported annually to the Quality Standards and Enhancement Committee.

Student Appeals

12. Information for staff involved in Stage 1 Appeals

- 12.1 You are encouraged to deal with issues raised by students in a timely and effective manner, in line with this procedure.
- 12.2 You are encouraged to expedite the response if you identify that swift action is required (for example if the issues raised are impacting the student's mental health, if the student displays significant distress, or if external time limits apply).
- 12.3 If you are responsible for providing a response to a student at Stage 1, you are encouraged to use compassionate communication that is appropriate to resolve the appeal in a timely and effective manner.
- 12.4 All Stage 1 appeal responses provided to students should be sent via the institution's Appeals Officer on appeals@ube.ac.uk.
- 12.5 In line with guidance from the Office of the Independent Adjudicator for Students in Higher Education (OIA), the Appeals Officer will record all appeal outcomes. Monitoring appeals is an effective way of helping the University to ensure that procedures are fair and are working as intended.
- 12.6 If require any support implementing this procedure, please contact the Appeals Officer on appeals@ube.ac.uk.