



## How this guide can help

The following step by step guide provides you with basic information and advice on what to do if you want to appeal your results or an academic decision. If you would like additional support, you can contact us using the details below.

## Advice Centre contact details

- Tel 023 80 59 2085
- Email [advice@susu.org](mailto:advice@susu.org)
- Website [susu.org/support](http://susu.org/support)
- Facebook The Advice Centre – SUSU

## Wellbeing

It is important to recognise that it is normal and natural to feel some anxiety when you are following a formal process and that the University has support in place to help you with your wellbeing. You can contact the Universities wellbeing team on [studenthub@soton.ac.uk](mailto:studenthub@soton.ac.uk) or by calling 023 80 599 599. They are available 24 hours a day, 7 days a week.

## Steps for making an appeal

### Step 1 – Read the appeal regulations

To appeal, you will first need to read the appeal regulations which can be found in the University calendar: [University calendar appeal regulations](#). This will give you an overview of the appeals policy and procedure.

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## **Step 2 – Identify your appeal grounds**

You will need to decide if you believe you have grounds to appeal.

**Remember – you cannot question the academic judgement of the marker or appeal because you believe you deserved a higher mark.**

There are 3 grounds under which students can appeal, these are:

**4.1 That they possess new substantive information supported by evidence which was not known by the student and/or the evidence could not reasonably have been obtained by the student in time to present to the board or panel of the University which made the original decision against which the student is appealing.**

Questions to consider when choosing this ground:

- What is your new substantive information?
- How does it relate to what has happened?
- What evidence can you provide to back it up?
- Is this an isolated incident, or ongoing?
- Why were you not able to provide this information prior to the relevant body making its decision?
- What outcome are you seeking?

**4.2 That there has been significant failure of due process in the making of the original decision (including but not limited to irregularity in the procedures of the University or significant computational or administrative errors of fact in results published), which the student believes affected the University's original decision.**

Questions to consider when choosing this ground:

- Which formal process has the school not adhered to?
- Can you point to where this is written down in the School or University Regulations/Handbook?
- How does this failure relate to what has happened?
- What outcome are you seeking?



### **4.3 That their performance had been adversely affected by illness or by other factors (e.g: Family crisis) which, in exceptional circumstances, they were unable or for valid reason unwilling to disclose to the University before it made its original decision**

Questions to consider when choosing this ground:

- What factors affected your performance and how do they link to the decision you are appealing?
- What evidence can you provide to support your case?
- Why could you not provide this information/alert someone (within the faculty) to this problem (by utilising the Special Considerations procedure, for example) prior to the relevant body making its decision?
- Was this an isolated incident or is it on-going? If it is on-going, what support is available to ensure it has a reduced impact on your performance in the future.

### **Step 3– Know your deadline and submit your form and evidence**

Deadlines for appealing are quite tight. You can normally appeal within 10 working days of the date you received the official decision, or in case of supplementary exams/re-sits decision, within 5 working days.

To start the appeal process, you need to complete the **Stage 1 Notice to Appeal form located under Appendix A** of the Academic Appeals regulations: [Appeal regulations](#) An example of how to complete the form can be found on our website: [Link to completed appeal form.](#)

You will then need to submit that form within your deadline to the relevant Curriculum and Quality Assurance team (CQA), their details can be found in Appendix E of the appeal regulations: [Appeal regulations](#)

If you have evidence to support your appeal, this can be sent at the same time as your form. If you will be delayed in sending your evidence, it is important that you still send your form within the deadline but let the CQA team know that there will be a delay in sending the evidence.



### Step 4– Write your appeal statement

An appeal statement isn't essential, but we strongly recommend that you write a statement to support your appeal. The statement is a very helpful addition to the Notice to Appeal form. It provides more details, gives you a 'voice' and gives you opportunity to 'convince' the University by outlining your arguments and grounds for the appeal in a concise manner. To help you with this, we have a statement writing guide on our website.

### Step 5 – Stage 1 appeal process

Once you have submitted your appeal to the CQA team your case will be allocated to an appeal reviewer. You may either receive a positive appeal outcome without a need for a meeting with the appeal reviewer, or you may receive an invitation for a 'Preliminary Discussion' to go over your appeal in more details. This will be at the discretion of the reviewer; however, it is good to know that no Stage 1 appeal may be rejected unless a preliminary discussion has taken place. You will receive your outcome within 10 working days from your appeal submission.

If you are invited to a preliminary discussion, the appeal reviewer will want to understand your appeal in more detail. Your statement can help here as it will allow you to explain your grounds concisely and in a calm manner. You may feel nervous at the meeting, which is normal and understandable, but it can be easy to forget to include important facts if you're trying to remember circumstances, your statement will act a script that you can read. Usually, this will be a meeting conducted via Teams however, if both parties agree, this can be in written format such as via email.



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### **Disclaimer**

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Reviewed 09/23. Next Review 09/24

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