

Appeals Flowchart

GRADE CHALLENGE

We recommend that you do the following before you consider lodging a Grade Challenge Contact the course instructor to request an explanation of how your academic grade has been calculated. If, following the explanation, you believe that you have the grounds to contest the instructor's decision (as per the [Academic Appeals Policy Relating to Grade Challenges](#)), follow the Grade Challenge procedure. Please note: if you have Mitigating Circumstances (as detailed in the [Mitigating Circumstances Guidance](#)) then please proceed straight to Stage II.

Stage I: Informal Grade Challenge to Instructor must be actioned within **5 working days** from the grade's issuance

- a. Reach out to the instructor via email informally requesting a re-evaluation of your grade. Ensure to clearly outline the reasons for your discontent with the instructor's original decision.
- b. If you and the instructor are able to reach an informal agreement for your grade to be changed, you should have a written record created to illustrate accordingly what has been agreed. An informal agreement should typically be reached within **5 working days** of the challenge request, though there may be a reasonable delay if the instructor is on annual leave or if the University is closed. Once an agreement has been reached, you cannot ask for your dispute to be looked at again.
- c. If no informal resolution can be established, you may take your challenge to the next stage of the Grade Challenge procedure. Note, you can only take your case to Stage II once you have exhausted the option of Stage I.



Stage II: Grade Challenge to the Head of Department* or Associate Dean must be actioned within **5 working days** from the instructor's decision

- a. You need to present a written statement outlining your grounds for the Grade Challenge to the HoD/Associate Dean of the relevant School for consideration. In your documentation, you must include copies of all your correspondence with the instructor collected during the informal negotiation stage of the Grade Challenge procedure.
- b. The HoD/Associate Dean will decide on the merits of your challenge, based on the information provided, and will attempt to arrive at a resolution with you and the instructor. The outcome of the decision will be provided to all parties in writing within **5 working days** from the start of Stage II.
- c. If the Grade Challenge to the HoD/Associate Dean is not resolved to your satisfaction, you may take your challenge to the next stage of the procedure. Note, you can only take your case to Stage III once you have exhausted the option of Stage II.

*This refers to the Head of the Department that offers the course in question, not the Head of the Department in which your major is situated.

Appeals Flowchart



Stage III: The Appeal

must be actioned within **5 working days** from the HoD/Associate Dean's decision

- a. You need to complete the [Academic Grade Challenge Form](#) and submit it to the Secretary of the Academic Appeals Committee (AAC) at appeals@richmond.ac.uk. You should attach any evidence to support your case as well as all correspondence with the instructor and HoD/Associate Dean collected during Stage I and Stage II of the Grade Challenge procedure. If your challenge is based on mitigating circumstances, please read the [Mitigating Circumstances Guidance](#) before lodging your appeal.
- b. The Academic Appeals Committee will review the information provided typically within **10 working days** of receipt of the appeal. The AAC decision notice will ordinarily be circulated to the student, the Associate Dean, the student's Academic Adviser, and Registry Services in a form of a written report within **5 working days** of the decision date.
- c. If the appeal is not resolved to your satisfaction at Stage III, you may take your challenge to the next stage of the Grade Challenge procedure. Note, you can only take your case to Stage IV once you have exhausted the option of Stage III.



Stage IV: Further Appeal to the Office of the Provost

must be actioned within **5 working days** of the AAC decision

- a. You need to complete the [Further Appeal Form](#) and submit it to the Office of the Provost at provost@richmond.ac.uk requesting a review of all decisions to date. You should attach all correspondence collected during Stage I, Stage II, and Stage III of the Grade Challenge procedure and any evidence to support your case. If your evidence contains something you did not present previously, you need to explain why it should be considered at this stage.
- b. The Office of the Provost will make a final determination and deliver the decision in writing within **10 working days** of receipt of the Further Appeal. At this point, the University's institutional procedures for a Grade Challenge have been completed.
- c. If you are dissatisfied with the overall outcome of your Grade Challenge, you may take your appeal to the [Office of the Independent Adjudicator for Higher Education](#).

ATTENDANCE FAILURE (FA) APPEALS

Do ensure to read the University's [Academic Appeals Policy: Attendance Failures](#) and the [Mitigating Circumstances Guidance](#) before you lodge an FA appeal.

Stage I: The Appeal

must be actioned in accordance with the FA appeal submission deadline set by the University*

- a. You need to complete the [Attendance Failure Appeal Form](#) and submit it to the Secretary of the Academic Appeals Committee (AAC) at appeals@richmond.ac.uk. You should attach any evidence to support your case. If your appeal is based on mitigating circumstances, please read the [Mitigating Circumstances Guidance](#) carefully.
- b. The Academic Appeals Committee will review the information provided typically within 15 working days following the end of the semester. The AAC decision notice will ordinarily be circulated to the student, the student's Academic Adviser and Registry Services in writing within 5 working days of the decision date.
- c. If the appeal is not resolved to your satisfaction at Stage I, you may take your case to the next stage of the Attendance Failure (FA) Appeal procedure. Note, you can only take your case to Stage II once you have exhausted the option of Stage I.



Stage II: Further Appeal to the Office of the Provost

must be actioned within **5 working days** of the AAC decision

- a. You need to complete the [Further Appeal Form](#) and submit it to the Office of the Provost at provost@richmond.ac.uk requesting a review of the AAC decision. You should attach all correspondence collected during Stage I of the Attendance Failure (FA) Appeal procedure and any evidence to support your case. If your evidence contains something you did not present previously, you need to explain why it should be considered at this stage.
- b. The Office of the Provost will make a final determination and deliver the decision in writing within **10 working days** of receipt of the Further Appeal. At this point, the University's institutional procedures for an Attendance Failure (FA) Appeal have been completed.
- c. If you are dissatisfied with the overall outcome of your Attendance Failure (FA) Appeal, you may take your appeal to the [Office of the Independent Adjudicator for Higher Education](#).

* The FA appeal submission deadlines are set on a semester basis at the start of each academic year. Students receive deadline information via email.

NON-GRADE RELATED APPEALS

Do ensure to read the University's [Academic Appeals Policy Relating to Non-Grade Appeals](#) and the [Mitigating Circumstances Guidance](#) before you lodge a non-grade related appeal.

Stage I: The Appeal

must be actioned in within **5 working days** following the decision being appealed

- a. You need to complete the [Non-Grade Related Appeal Form](#) and submit it to the Secretary of the Academic Appeals Committee (AAC) at appeals@richmond.ac.uk. You should attach any evidence to support your case. If your appeal is based on mitigating circumstances, please read the [Mitigating Circumstances Guidance](#) carefully.
- b. The Academic Appeals Committee will review the information provided typically within **10 working days** of receipt of the appeal. The AAC decision notice will ordinarily be circulated to the student and any relevant University individuals in writing within **5 working days** of the decision date.
- c. There may a rare occasion when a formally-instituted hearing is deemed to be necessary. Please read the Hearing section of the Academic Appeals Policy Relating to Non-Grade Appeals for more details.
- d. If the appeal is not resolved to your satisfaction at Stage I, you may take your case to the next stage of the Non-Grade Appeal procedure. Note, you can only take your case to Stage II once you have exhausted the option of Stage I.



Stage II: Further Appeal to the Office of the Provost

must be actioned within **5 working days** of the AAC decision

- a. You need to complete the [Further Appeal Form](#) and submit it to the Office of the Provost at provost@richmond.ac.uk requesting a review of the AAC. You should attach all correspondence collected to date and any evidence to support your case. If your evidence contains something you did not present previously, you need to explain why it should be considered at this stage.
- b. The Office of the Provost will make a final determination and deliver the decision in writing within **10 working days** of receipt of the Further Appeal. At this point, the University's institutional procedures for a Non-Grade Related Appeal have been completed.
- c. If you are dissatisfied with the overall outcome of your Non-Grade Related Appeal, you may take your appeal to the [Office of the Independent Adjudicator for Higher Education](#).

Academic Dismissal

There are **two scenarios** for academic dismissal:

Scenario 1 Two counts of academic misconduct

You can contest each count of academic misconduct via the Grade Challenge appeal process outlined above before the Registrar & Deputy Provost: Academic Operations recommends academic dismissal to the University Exam Board (UEB).

Scenario 2 Failure to academically progress

The Academic Progress Committee (APC) reviews all student progression each semester and writes to students placed on Academic Probation. Two or more semesters with a UG GPA below 2.0 or PG GPA below 3.0 would normally lead to APC recommending academic dismissal to the UEB. If you require further information about progression and dismissal please consult: [Academic Standing, Progression and Dismissal Policy: Undergraduate](#) / [Academic Standing, Progression and Dismissal Policy: Postgraduate](#)

Appealing academic dismissal:

Further Appeal to the Office of the Provost: Academic Dismissal

You must complete the [Further Appeal Form for UEB](#) and forward it (along with any new evidence and a copy of UEB's decision) to provost@richmond.ac.uk **within 5 working days of receiving the University Exam Board's decision.**

The appeal can be considered only on the following three grounds:

- (1) an evidenced claim of procedural error in the academic dismissal process; or
- (2) a claim that you have new evidence to the case that was not available to the University at the time it made the decision. You will need to explain in your appeal why it could not have been made available at the time of the decision; or
- (3) an evidenced claim that the dismissal decision was manifestly unreasonable or influenced by prejudice or bias.