

Learning from Complaints and Appeals

Improvements made to processes following Complaints and Academic Appeals

UWE has re-evaluated some of its processes following feedback from some of the Complaints and Academic Appeals received from students. New developments were implemented which we hope will have a positive impact on the student experience. These changes are listed below; if you'd like to know more about the Complaints and Academic Appeals processes here at UWE visit the [Complaints](#) and [Academic Appeals](#) pages for more information.

What wasn't working

Extenuating Circumstances

Clear communication of decisions on Extenuating Circumstances applications.

Assessment Submission

To resolve issues in a timely manner, prior to an Award Board where possible.

Examination Irregularities

Communication to students of any remedial action that's been taken in light of errors or irregularities during an examination.

Assessment Offences

Clear and detailed communication outlining an assessment offence.

Inclusion of research students within the Assessment Offence Procedure.

Financial problems

Untimely processing can lead to unreasonable delays in relation to the issuing of outstanding demands or costs.

Reasonable Adjustments

To expect that exam arrangements can fail at times and therefore the University needs to develop an emergency action plan for possible scenarios.

What has been improved

It is agreed in principle that students will be given details of the reason why applications are rejected. Work is underway to establish a protocol.

A resolution should be implemented quickly and appropriately where the University acknowledges that an error has occurred. Students can now use the Stage 1 Complaint Process for assessment submission issues.

Meetings are being held with Department Heads to discuss how Module leaders and Field Boards can communicate directly to affected cohorts on the remedial action taken when an error in an exam has been identified.

Greater detail and a clear outline of the offence to be included within the very first communication with the student. The details of any allegations are outlined in the first communication and students are invited to discuss the matter, should they wish to do so.

The Assessment Offence Procedure has been amended to include provision for research students and the Academic Regulations were revised from the 2013.14 Academic Year.

The Student Administration Team within Academic Services run diagnostics checks for additional modules. Processes have also been improved and staff training undertaken in this area.

The University's Disabilities Assessment Centre has made improvements to its processes and the possibility of trained Disability Services staff acting as back-up invigilators in emergency situations being introduced.