

## Guidance on How to complete the Appeals Submission form for Research Degrees

If possible please complete the form by downloading it onto a computer and typing in the information required. If you are unable to do this then please ensure that your handwriting is legible.

### Privacy Notice and how we will process your information

The information that you give in your appeal, together with any supporting evidence, will be processed by the following:

- **Members of the Student Appeals, Complaints and Conduct Team** who process your appeal;
- **Representatives from your Faculty/Research Institute including your supervisors and Postgraduate Director/Postgraduate Research Director**, who may be asked: what information your Faculty/Research Institute knew about regarding exceptional circumstances; to comment on any procedural irregularity, inadequacy of supervision or other support. The information will only be given to those staff in your Faculty/Research Institute, e.g. your supervisors, who are able to respond to the issues raised. You will be allowed to see and comment on any information that is provided.
- Any other person or service named in your appeal who we may need to contact to check the issue you have raised. e.g. Finance, Disability Services, I.T. Services.
- **Head of Academic Quality and Student Conduct, and a member of the University Academic Appeals Committee** who will consider your appeal at the filtering stage of the Appeals process to decide whether your appeal should be upheld.
- If your appeal is deemed to be straightforward and the evidence to be sufficiently compelling, your appeal will be referred to the **Faculty/Research Institute or Research Degrees Committee** for consideration with a recommendation to uphold the appeal.
- Where the appeal is more complex or requires further exploration of the evidence, your appeal will be considered by a **full meeting of the University Academic Appeals Committee**.

Other than verification checks (see Supporting Documentation below), your data will not be shared with any third parties without your further consent.

Please see below for information on what to do if you do not wish certain personal information to be made known.

### Our legal basis to process your appeals data

The provision of an appeals process is provided as part of the contract we have with our students; and as part of our public task as a University.

Where you have provided any sensitive personal data (Special Category\*) we will need your explicit consent in order to process this information. If you do not consent to us processing your sensitive personal data, then we will remove this data from your submission and this will not be considered. Please also see below for information on what to do if you do not wish certain personal information to be made known.

\*This includes data related to your health, racial or ethnic origin, religious or philosophical beliefs, trade union membership, sex life, sexual orientation or genetic/biometric data.

### Personal Data of others

Please do not submit any unnecessary personal information, particularly about third parties. For example, if your exceptional circumstances are based around the health of a family member, we do not need to see detailed information about that person. Instead we need to see evidence about how the circumstances affected you. If you do decide to give information and any supporting evidence about another person, it is your responsibility to tell that person that you have done this and how the University will be processing their information.

### How long we will retain your data

As stated in the University's retention schedule, information regarding your appeal will be kept securely for 6 years following the last action on the case.

### Further privacy information

The University's full Student Privacy Notice, which contains further information and details your rights (including withdrawing consent), can be found at:  
<https://www.keele.ac.uk/informationgovernance/checkyourinformationisbeinghandledcorrectly/privacynotice-students/>

## **SECTION A - Student Details**

Please write your full name as shown on your Keele card.

Student Number: this is the 8-digit number that appears on your Keele card. e.g. 00987654

Please also state your Faculty/Research Institute, the degree you are registered on, your original date of registration, and whether you are studying full-time or part-time.

## **SECTION B - Grounds of Appeal**

You should tick the appropriate box to indicate on which grounds you are appealing.

As specified in Regulation B6 (<https://www.keele.ac.uk/regulations/regulationb6/>) Section 3 you can only appeal on grounds of inadequacy of supervision or support prior to submission of your thesis.

You should then indicate the date on which you were notified of your results and the date on which you are submitting your appeal. If you are submitting your appeal after the 28-day deadline, you must give a reason as to why you are submitting your appeal late. If you submit the appeal late, without good reason, your appeal will not be accepted.

### **SECTION C - Nature of Appeal**

You should indicate in this section exactly what you are appealing against, e.g. decision regarding doctoral progression, requirement to withdraw or against the final recommendation following your examination.

### **SECTION D – Details of appeal case**

You should state in a clear and concise manner the details of the circumstances and how you believe that they have affected your studies. You should also indicate the time period during which you have been affected by these circumstances and list all the relevant evidence in section E that you are submitting in support of your claim. It is not the role of those considering your appeal to determine this. If you are not sure what to include please seek the advice of either: the Advice and Support at Keele (ASK) service within the Students' Union, or the Student Services Centre. Their contact details can be found on the appeals web pages at: <https://www.keele.ac.uk/researchappeals/>

This statement will be used to determine if you have grounds for appeal so it is very important that you include everything that you wish to be considered in your appeal, even if it is very personal or embarrassing. If your circumstances are very sensitive and you do not want to disclose the details in full to your Faculty/Research Institute, you should provide a letter from an independent source, such as a doctor, counsellor, or member of Student Services. This letter must confirm the severity of your circumstances and describe how your studies have been affected. However please note that under normal circumstances the Counselling and Mental Health Support service at the University will only provide evidence for those already accessing on-going counselling.

### **Supporting Documentation**

You must have evidence to support your appeal and this should be submitted with your appeal form. Examples of appropriate evidence include:

- A medical certificate clearly stating that you were unfit to take the examination or were ill at the time of writing the assessment.
- Letter from a counsellor (under normal circumstances the University Counselling and Mental Health Support service will only provide evidence for those already accessing on-going counselling).
- A death certificate; funeral director's letter. You should also indicate your relationship to the deceased.
- Written correspondence between yourself and other members of the University, where relevant.
- Emails and any documentation which show that you have not received adequate supervision or support.

Evidence can be scanned and submitted via email but you must retain original copies of all your evidence. This is important as original copies may be required by those considering the appeal at a later date. The evidence also needs to be relevant to the time that the circumstances occurred. For example a doctor's note saying that you were ill for one week will not be acceptable if you are claiming that you have had medical problems for a month. If the evidence is not in English, an authenticated independent translation must also be attached.

If your evidence is not available at the time of submitting the form, you should indicate that you have requested it and when you will be able to hand it in. Do NOT delay the submission

of your form because you have to wait for a piece of evidence if this means that you will miss the submission deadline.

There will be circumstances where it is difficult or impossible to gain independent evidence. If this is the case please indicate this on the form and say why you are unable to obtain any.

We may contact the organisation that has issued any supporting documentation to verify authenticity.

Please note that the Appeals Committee reserves the right to reject an appeal if no evidence has been provided.

### **SECTION F- Remedial Action**

In this section you should indicate what you are requesting as the outcome of your appeal.

#### **Declaration**

Forms sent electronically must be sent from your Keele email account. If you are not able to do this, you should print the form and sign it. You must tick the boxes relating to the sharing of your or third parties personal data, without this consent, we may be unable to process your appeal.

#### **False Claims**

You should note that submitting an Appeals Form that contains false information, e.g. forged medical letters, will be regarded as an attempt to gain an unfair advantage in your studies. This is academic misconduct and will be investigated under the terms of Regulation D4 by the Academic Misconduct Committee. If proven, it is extremely likely that the penalty will be exclusion from the University. If you are registered on a programme that is subject to Regulation B5: Fitness to Practise you should note that any proven academic misconduct will also be referred to your Head of School so that any implications regarding fitness to practise may be considered.