
Appeals Procedure

1. Purpose

This document formalises the appeals procedure to be followed within the scope of the CHARM-EU Alliance. An appeal can be issued by a student or applicant who disagrees with a decision which affects them in order to have it reversed or annulled if the appeal is justified.

2. Definitions

Student: An individual who has formally applied, registered, and been admitted to a CHARM-EU educational programme.

Applicant: An individual who has applied for a CHARM-EU educational programme or has engaged with CHARM-EU staff to that end, but is not formally registered or admitted as a student.

3. Scope

This procedure applies to appeals eligible for consideration under the CHARM-EU Appeals Policy (refer § 4.1). A student or applicant disagreeing with a decision taken in relation to them regarding the decisions of:

- The Programme Board;
- The Board of Examiners;
- The Academic Council;
- An academic staff member

Appeals cannot be made on a general rule, regulation, or scheme (refer CHARM-EU Appeals Policy § 4.2)

Refer to the Complaints Policy and Procedure for the management of complaints and appeals of the outcome of a complaint (refer CHARM-EU Appeals Policy §4.3).

This policy does not apply to modules included in the CHARM-EU Online Course Catalogue whereby appeals to decisions should be made to relevant bodies in the university providing the module.

4. Benefits

To provide a clear flow for the management and resolution of appeals.

5. Procedure

5.1 Submission of an Appeal

- a. The appeal should be submitted within the period specified in the CHARM-EU Appeals Policy:
 - I. §4.1 - For students specifically, after 6 weeks of receipt of notification of the decision or,
 - II. §8.1 - For applicants specifically, after 20 days of receipt of the notification of the admissions decision made by the Programme Board.
- b. The appeal should be submitted via the [CHARM-EU Appeals form](#).
- c. This submitted form will be handled by the Joint Virtual Administrative Office who act as the administrator of the Appeals Board.

5.2 Pro-forma Appeal

- a. In order to meet the appeal deadline as mentioned in art 5.1.a (see above), it is possible to submit an appeal pending the outcome of mediation or other informal ways to seek resolution. In this way the appeals deadline can be extended but no longer than 4 weeks after the appeal has been submitted.
- b. If the student or applicant who sent in the appeal has not followed up within 4 weeks, the JVAO has the right, but no obligation, to discharge the appeal.

5.3 Appeals Process

- a. On receipt of the Appeals form, the Joint Virtual Administrative Officer (JVAO) will conduct a preliminary assessment to ensure that the criteria for an appeal are met:
 - I. The appeals deadline has been met.
 - II. The appeals form has been completely filled in and submitted with the necessary documents.
 - III. The decision against which the appeal is made has been taken by one of the indicated boards (see 2. scope) or staff member.
 - IV. The decision has been made solely regarding the student or applicant who filed the appeal.

- V. The appeal is not against a general rule or a regulation.
- b. If one or more criteria have not been met, the JVAO has the right to disregard the appeal without bringing it to the Appeals Board. However not withstanding this the JVAO may choose to bring the appeal before the Appeals Board if there are reasons to do so.
 - c. If the appeal form or necessary documents are not complete, the JVAO will inform the student or applicant within 5 working days and student or applicant has 2 weeks to complete the appeal form or submit the necessary documents. If this deadline is not met the JVAO has the right to disregard the appeal without bringing it to the Appeals Board. However not withstanding this the JVAO may choose to bring the appeal before the Appeals Board if there are reasons to do so.
 - d. The JVAO will bring the appeal to the Appeals Board within 5 working days after receiving the appeal form or, in case of an incomplete appeal, 5 days after receiving the necessary documents.
 - e. The Appeals Board will convene within 10 working days of receiving the appeal from the JVAO.
 - f. The Appeals Board can consult with the relevant board before reaching a decision.

5.4 Appeal on assessment and grades

The appeal of assessment or grades follows a slightly different procedure than appeals to other type of decisions.

- a. Any student has the right to a review of their mark as specified in the CHARM-EU Rules & Regulation regarding Assessment and Progression (art. 7). During the phase, queries regarding evaluation of individual assignments or group work can be discussed with the assessor or the Module coordinator. Any student with queries about the outcome or the process of the phase assessment is advised to seek clarification through the Right to Review procedure.
- b. The Chair of the Portfolio Assessment Committee as stipulated in the CHARM-EU Right to Review Procedure is the person who will investigate requests for review of Phase assessments on the grounds specified in the procedure. This phase precedes the pro-forma appeals process as outlined in the Appeals Procedure.
- c. The decision on phase assessment by the Board of Examiners is open to appeal. However, the Appeals Board will only consider appeals regarding the assessment process and not individual grades at phase assessment level.

- d. If the Appeals Board feel the process has not been followed correctly it will refer the case back to the Board of Examiners who will firstly check if the Right to Review procedure has been followed. The next step may be to ask the Portfolio assessors to re-evaluate the student's portfolio which may or may not lead to a different outcome.

5.5 Outcome of the Appeal

- a. The Chair of the Appeals Board will inform the student or applicant of the outcome by email within 5 working days of the Appeals Board decision.
- b. In case the Appeals Board needs more information or more time to reach a decision the student or applicant will be informed within 5 working days.
- c. If the Appeals Board accepts the appeal: the decision or recommendation will be immediately reversed or annulled by the relevant CHARM-EU Board or staff member.
- d. The Appeals Board will notify the Strategic Board of the outcome of the appeal in accordance with §8.8. of the CHARM-EU Appeals Policy.
- e. In case the appeal of a student or applicant is denied, a student or applicant has the right to make a 'Level 2' appeal to the Spanish legal court system (as University of Barcelona is the coordinating University for CHARM-EU), within a period of 2 months after being notified of the original decision.

6. Responsibility

The Appeals Board is responsible for oversight of this procedure.

The Joint Virtual Administrative Office is responsible for ensuring the procedure is implemented as approved.

7. Related Documents

CHARM-EU Appeals Policy

CHARM-EU Academic Rules and Regulation

CHARM-EU Complaints policy & procedure

CHARM-EU Appeal application form

CHARM-EU Right to Review - Phase Assessment procedure