



London School  
of Jewish Studies

## **Academic Complaints and Appeals Procedure**

### **1. Introduction**

This procedure relates to student appeals against academic decisions made by an Assessment Board for taught or research degree programmes. Assessment boards will make decisions relating to your results for your assessments and confirm these results.

### **2. Scope**

This policy covers appeals related to academic decisions. Non-academic grievances fall under a separate policy, 'Students Complaints and Grievance Process'

<https://www.lsjs.ac.uk/degrees.php>

### **3. Grounds for Appeal**

- The presence of an arithmetical or factual error in the results issued by the Assessment Board following its decision.
- Any extenuating circumstances that had a negative impact on your academic performance, which were either unknown to the Assessment Board at the time of its decision and could not reasonably have been made known by you before the assessment deadline, or were known then but the Assessment Board's decision is deemed unreasonable.
- Any irregularities in the conduct of the assessment, in the written instructions, or in any advice provided related to the assessment, which can be shown to have adversely affected the outcome. This applies where these irregularities were either unknown to the Assessment Board at the time it reviewed your results, or were known but where the Board's decision is considered unreasonable.

### **4. Submitting an Appeal**

Appeals must be submitted in writing within 28 days of the student receiving notification of the academic decision being appealed. It is important that you explain the issues fully and submit all supporting evidence with your appeal.

Appeals are only considered under the specific grounds, as set out in part 3 above.

## **5. Late Appeals**

If you are unable to submit an appeal within 28 days of your result, you must provide a written explanation to the Director of Degrees and Teacher Training Programmes, outlining the reasons for the delay and including evidence to support your explanation.

## **6. Appeals Process**

- The Student Appeals Committee is responsible for considering academic appeals.
- Each appeal will be considered fairly on the basis of the information and evidence provided.
- Your appeal will be reviewed by the Student Appeals Committee, which will determine whether it falls within the allowed grounds and has sufficient relevant evidence to be considered.
- If any additional evidence is required, you will be contacted within 14 days.
- The Student Appeals Committee will make a decision on your appeal and take one of the following steps:
  - a. Uphold your appeal (either completely or in part) and refer the case to an Assessment Board for formal consideration. In some cases, the decision of the Assessment Board might not change.
  - b. If an arithmetical error has been identified, your student record will be amended and if this error may result in a change of classification of your degree award, the Assessment Board Chair will be required to formally confirm the revised classification.
  - c. Reject your appeal if it does not meet one of the stated grounds.
  - d. The Academic Registrar will contact you by email within 30 days of your appeal being received by the Student Appeals Committee to explain whether the appeal has been accepted or rejected.

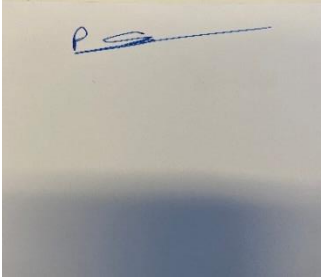
## **7. Requesting a review of the decision**

If your appeal has been rejected, or upheld in part, and you believe your appeal was either incorrectly processed or unreasonable, and/or you have additional relevant information, that you could not provide at the time of the appeal, you have the right to challenge the decision under the University Review Procedure.

## **8 Record Keeping**

All evidence provided will be kept confidential and in accordance with the Data Protection legislation.

Signed on behalf of LSJS:

A square image showing a handwritten signature in blue ink on a light-colored background. The signature is stylized and appears to be the initials 'P.G.' followed by a long horizontal stroke.

(Paul Gould, on behalf of senior leadership team, LSJS).

Date: August 2023

To be reviewed in August 2025