**MANCHESTER METROPOLITAN UNIVERSITY** 

**Academic Appeals Form**

**If you need any advice on submitting an appeal, you should contact the Students’ Union Advice Centre on:**

 0161 247 6533 /  s.u.advice@mmu.ac.uk  /  [www.theunionmmu.org/your-advice-centre/](http://www.theunionmmu.org/your-advice-centre/)

You may also find the guidance on the Student Case Management team website useful: <https://www.mmu.ac.uk/student-case-management/guidance-for-students/academic-appeals/>

Please email the form and any necessary documentary evidence to the Student Case Management team at complaintsappeals@mmu.ac.uk

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| **1. Personal Details** |

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| Title (eg. Ms, Mr):  | Name: | MMU ID: |
| Programme Title: |
| Address (Please do not give an address you might be moving from in the near future): |
| Contact Phone Number: |
| Preferred Email Address: *(Please note – all communication about your appeal will be sent by email)* |

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| **2. Disability, Specific Learning Difficulties or Long-term Health Conditions** |
| Are you Disabled or do you have a Specific Learning Difficulty (such as Dyslexia) or a long-term health condition that you believe is relevant to your appeal? *(Please select one of options):*[ ]  No, I do not – *Proceed to section 3*[ ]  Yes - *Please give further details below:* |

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| **3. What Are Your Grounds for Appeal?**  |
| *Appeals can only be considered on the following grounds:*  **Please tick**  |
| **Appeals against the decision on an Assessment Mitigation claim:** |
| **Assessment Mitigation request reference number:** (Please provide your Assessment Mitigation reference number when you submit this form. This reference was provided to you when you submitted your request via Moodle. If your request was not submitted via the Online Portal please provide a copy of your Evidenced Extension request form, statement, evidence, and outcome when you submit this form.) |
| **1a.** | The decision on your Assessment Mitigation request was not reasonable. |  |
| **1b.** | The correct procedures were not followed in the consideration of your Assessment Mitigation request. |  |
| **Material Irregularity:** |
| **2.** | There has been a material irregularity in the conduct of the assessment which casts reasonable doubt on the validity of the result. You will need to explain what material irregularity has occurred and how it has affected your assessment. |  |

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| **3. Supporting Information** |
| **3.1 – Which Units and Assessments Were Affected?** |
| **Unit Name and Code** *(You can find this on your results letter, or on MyResults)* | **Assessment(s)** |
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| **4.1 – What Remedy Are You Seeking?** |
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| **4.2 – What evidence have you included?** If your Appeal relates to an Assessment Mitigation decision:* Please provide your claim reference number when you submit this form. This reference was provided to you when you submitted your claim via Moodle.
* If your claim was not submitted via Moodle please provide a copy of your Evidenced Extension request form, your statement, evidence and the Assessment Mitigation decision when you submit this form.
* If you have new evidence, you should submit a new Assessment Mitigation request and include your new evidence.

*All evidence must be genuine – any evidence that is found to be fraudulent will be considered a serious offence under the* [*Student Code of Conduct*](https://www2.mmu.ac.uk/media/mmuacuk/content/documents/student-case-management/20739_SCM_Code-of-Conduct-A5-V3.pdf)*.*  |
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| **4.3 – Supporting Statement*** You will need to explain the reasons for your appeal and the effects of this on your assessments.
* Continue on a separate sheet if necessary.
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| **5. Important Information – Please Read Before Submitting** |
| Date Form Completed: \_\_\_\_\_\_\_\_\_\_\_\_By submitting this form you agree to the following:**1 - Privacy Notice**The Manchester Metropolitan University (‘the University’) is the Data Controller in respect of the personal data you provide via this form. The University is registered as a Data Controller with the Information Commissioner’s Office (ICO), and manages personal data in accordance with the General Data Protection Regulation (GDPR) and the University’s Data Protection Policy. The University will use the data in order to investigate your appeal. The content of your appeal will be shared with relevant University staff as appropriate to facilitate this investigation.Your appeal data will be retained by the University until the conclusion of your complaint plus six years. The data will be stored securely by the University, and will not be shared with any third parties; the exception being if you refer a complaint to the [Office of the Independent Adjudicator](http://www.oiahe.org.uk/), there may be a need to share personal data with them in order to respond accordingly.  If you have any queries about this privacy notice or the processing of your personal data in managing the appeal process please contact the Central Student Case Management team: E-mail: complaintsappeals@mmu.ac.uk, Tel: 0161 270 1095.  For further information about the processing of your personal data by the University and your data subject rights please see the [Student Privacy Notice](https://www2.mmu.ac.uk/legal/#privacy). 1. **- False Claims**

Submission of false or fraudulent documentation is an academic offence, which will be dealt with under the University’s Student Code of Conduct. The University reserves the right to check on the validity of the document(s) submitted by contacting the third party directly. |

Appeals and Complaints Privacy Notice

**Introduction**

The Manchester Metropolitan University (‘the University’) is the Data Controller in respect of the personal data that is provided to us in the process of dealing with complaints. The University is registered as a Data Controller with the Information Commissioner’s Office (ICO), and manages personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the University’s Data Protection Policy.

The University collects, holds and uses certain personal information when a complaint or appeal is raised in order to investigate and determine the outcome of that complaint.

**The personal data we process**

When the University receives a complaint, we will use this information to create a complaint file. This file will be used to store all information that we process in the course of investigating the complaint. Any appeals we receive will be further considered, with any additional documentation added to the file. This includes but is not limited to:

**Information relating to the complainant** including name, contact details, course, any other relevant background and complaint details including evidence provided by the complainant or third-party witness. We may also need to process further data from University systems, such as academic information or health data required fully to investigate the complaint.

**Information relating to any individuals that the complaint is about** including basic identifiable information such as name and relationship to the complainant, relevant background information and details of the complaint.

**Information relating to third-party witnesses** including name, basic contact details, personal accounts and additional evidence relevant to the complaint in question.

**The purpose of the processing**

The University will use the data in order to investigate the raised complaint or appeal and determine an outcome. This processing fulfils core functions of the University as a public authority and is conducted in the public interest, as such we rely upon the public task lawful basis to conduct this processing, and Article 9(2)(g) ‘substantial public interest’. The University is also required to process personal data associated with appeals and complaints to meet its obligations under consumer law, such as the Consumer Protection from Unfair Trading Regulations 2008, the Consumer Contracts Regulations 2013 and the unfair terms legislation.

**Who we share data with**

If you are a complainant, we will share the information you provide with any individuals who are the subject of the complaint, panel members and other relevant staff required to process your complaint. This may include sharing your evidence to supplement additional investigation outside of the complaint process, to ensure all appropriate follow-up actions are completed. We may also be required to share some information with potential witnesses in order to record their account and any additional evidence.

If you are the subject of the complaint, we will share relevant details of your account and information about your actions that lead to the complaint being raised with the complainant and panel members and other relevant staff. We may also be required to share some information with potential witnesses in order to record their account and any additional evidence.

If you are a witness, we will share relevant accounts, views, or opinions with the complainant, the subject of the complaint, panel members and any other relevant staff required to process the complaint.

Our insurance brokers and insurersmay need to be notified where there is a possibility of a claim being raised against the University. We may need to share full details about the appeals or complaints which may include the appeals or complaint form, and additional information about all involved parties.

In addition, if you refer a complaint to the [Office of the Independent Adjudicator](http://www.oiahe.org.uk/), there may be a need to share personal data with them in order to respond accordingly.

We will always review information for relevancy before sharing and redact and censor any personal information that is not deemed necessary to meet the purpose.

**How long we hold information for**

Information relating to the complaint or appeal will be retained by the University until the conclusion of the investigation plus six years.

**Your rights and further points of contact**

If you have any queries about this privacy notice or the processing of your personal data in managing the complaint process please contact the Central Student Case Management team: E-mail: complaintsappeals@mmu.ac.uk, Tel: 0161 270 1095.  For further information about the processing of your personal data by the University please see our [privacy notice pages](https://www.mmu.ac.uk/data-protection/privacy-notices). For information about your data subject rights (including erasure) please see our [data subject rights page](https://www.mmu.ac.uk/data-protection/data-subject-rights).

You also have the right to lodge a complaint with the Information Commissioner’s Office (ICO) as the supervisory authority in respect of the processing of your personal data. We would encourage you to expend our internal complaints procedure through our initial contact and the University Data Protection Officer, prior to contacting the ICO. Please contact: casework@ico.org.uk or telephone: 0303 123 1113. For any further contact information please see: https://ico.org.uk/global/contact-us/.