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# Student Appeals Procedures

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## General

This is a Guidance Note on the procedure one has to follow for Student Appeals.

An appeal allows students to request for a review:

- of a decision on an assignment,
- of a decision on module grades
- or of a decision on the final degree award classification.

Students have the right to appeal against a decision if they feel there is an error in academic judgement or if they feel that the grade they have received in a module does not reflect their abilities.

Students are advised and encouraged to contact their personal tutor or any other staff member before they proceed with the appeal. This increases the possibility of resolving things before proceeding to the Academic Committee.

## Evidence

If a student feels that an event affected his/her academic performance, then he/she has to submit any evidence supporting his/her claim along with their appeal form.

- The documents must be in Greek or English and in their original form.
- Any medical evidence must come from a certified medical practitioner and must be signed and dated.
- Any other documents (i.e. from a counsellor, psychologist, family member) must be signed and dated.

Students are responsible to collect all documents.

## Appeal Process

Students can make an appeal by completing the relevant appeal form found in the Registry office. Any supporting documents must be submitted along with the appeal form to the Registry Office **within two weeks** of the announcement of the results. Any appeals submitted after the deadline will not be accepted.

Once the appeal is submitted the student will receive a proof of submission and will be notified of the date the Academic Committee will examine the request. The student will receive a formal notification of the committee's decision.

In the event of a successful appeal regarding the grade of a module (or assignment) the exam paper (assignment) will be reviewed by another examiner of the department. The response will be signed by the examiner; it will be offered in writing and will be made available at the latest within 30 days from the submission of the appeal. The final answer will be sent to the student and a copy will be sent to the Academic Director. It should be noted that the grade announced after the review will be the final grade for that particular module, even if it will be lower than the original grade (i.e. before the appeal). The student must accept the final decision of the Academic Committee and has no right to request a second review of his / her exam paper, even if he/she is not happy with the result.

In the case of an appeal against the final degree award classification of the student, the Academic Committee will first examine the appeal along with all supporting documents. If the Committee considers it necessary, a hearing will be held where the student must attend.

## Academic Committee

The Academic Committee is chaired by the Academic Director, followed by the Program Coordinators, three representatives from the Teaching Staff Association, the Secretariat Officer who is responsible to present all the relevant documents in relation to the appeal and a student representative.

The Academic Director may decide to proceed with an appeal hearing without the presence of the student representative.

The Academic Committee may:

- Reject the appeal and keep the original decision;
- Accept the appeal in part. Depending on the nature of the appeal, students may be allowed to re-sit an exam, repeat a module, repeat a semester or the year;
- Arrange a hearing where the student must attend;
- Accept the appeal in full and respond accordingly.