

Please submit appeals to:  
[engagementappeals@greenwich.ac.uk](mailto:engagementappeals@greenwich.ac.uk)



# Student Engagement Appeal Form

## Before completing this form you must read:

- a) The 'Guidance Notes' at the end of this document
- b) The [Student Engagement Policy & Procedure](#)

Please tick here to confirm that you have completed a) and b) above

## Deadlines for submitting your appeal:

- Your written appeal should be set out on the form below either using **black ink** or **word processed** and submitted within **14 calendar days** of the email notification of the withdrawal.
- Please ensure that you sign the declaration and date the form at the end.

## 1. General Information

<b>SURNAME (family name)</b>		<b>TITLE</b>
<b>FIRST NAME</b>		
<b>UNIVERSITY ID NUMBER</b>		
<b>PROGRAMME OF STUDY</b>		
<b>YEAR/ACADEMIC STAGE</b>		
<b>UNIVERSITY EMAIL ADDRESS</b>		
<b>PERSONAL EMAIL ADDRESS</b>		
<b>DAYTIME PHONE</b>		
<b>WITHDRAWAL DATE</b>		
If any of the above differs from your Banner details, please ensure that you update your details in BannerWeb.		

## 2. Grounds for Appeal

You have the right to appeal against a withdrawal by default on the following grounds:

- That there are extenuating circumstances relating to ill health or personal difficulties which you were unable to raise prior to or during the escalation procedure
  
- That the information held by the Faculty relating to your attendance and/or engagement is incomplete or inaccurate, and you were not in a position to correct this information at an earlier stage;

You must show a compelling reason why this information could not be made available before the decision to withdraw was reached and provide documentary evidence in support. Where you could have made the information available prior to the decision being made, such evidence cannot normally be accepted as grounds for appeal.

No appeal can be made where an interruption of study has been requested and granted during the Engagement Monitoring Escalation process that you have previously rejected.

## 3. Appeal Case

Please give an explanation of your appeal case. You should note that this information and any supporting evidence that you submit will be made available to your Faculty, as part of the initial consideration of your appeal. You may add extra pages where necessary.

**4. Other Information**

Please indicate with whom you have discussed your cause for concern - and when - after receiving the decision (*e.g. Retention & Success Officer, Programme Leader, Students' Union representative, Personal Tutor*). What advice did they give you?

**5. Documentary Evidence**

Please give details and attach to this form **original** documentary evidence in support of your appeal. All documentation will be retained unless you request its return.

- a)
- b)
- c)
- d)
- e)

If you are unable to supply evidence with your appeal form please note that this must be submitted no later than 7 calendar days after submission of this appeal form.

*Please note, your appeal cannot be considered until evidence is provided*

**6. Declaration to be signed by Student**

I declare that the information given in this appeal form and the accompanying papers is a true statement of the facts and that I would be willing, if required, to answer further questions related to it.

I also agree (in accordance with all relevant Data Protection legislation) to this form being held on file by the Directorate of Student & Academic Services.

Signed..... Date.....

# GUIDANCE ON HOW TO COMPLETE THE FORM

## FILLING IN THE FORM

All sections of the Appeal Form must be completed in full. If you need advice or have difficulty with the form or do not understand the procedures, you may ask a member of staff from your Campus Student Centre, your Faculty Office, a Listening Ear or a Students' Union Advisor to help you.

## YOUR DETAILS

### FIRST NAME/S AND SURNAME / FAMILY NAME

Please give your first name and family name as shown on your University ID Card.

### TITLE

Use the title you would like to be called by, e.g. Mr, Miss, Mrs, Dr, Rev

### UNIVERSITY ID NUMBER

Your University ID number is also shown on your University ID Card.

### PROGRAMME OF STUDY

Your Programme of study is the qualification you are studying for e.g. BSc Computing or MA International Business.

### YEAR/STAGE OF STUDY

This is the year you are in or the stage you are studying, for example 'Year 3' or 'Level 4'.

### DAYTIME PHONE

Please give a phone number where you can be reached during the day in case we need to contact you.

### EMAIL ADDRESS

Your main email address should be the one provided by the University and you should check this at least once every day so that the mail box does not get overly full. Please also provide your personal email address, should you prefer to use this option or your University email address has been blocked due to your withdrawal.

### WITHDRAWAL DATE

The date you received the confirmation of your withdrawal.

### APPEAL CASE

You should provide full details here of the issues you wish to raise. See '**What do I need to say on the appeal form?**' for more information.

### DOCUMENTARY EVIDENCE

You must submit all documentary evidence in support of your appeal (e.g. medical certificates, letters, emails, and other original evidence you may have) with your appeal form.

Please ensure that the original evidence is provided in an electronic format and attached to the email with your appeal form. Our system will accept JPEG, PDF or Microsoft Office (Word, Excel etc.) documents.

### DECLARATION

You **must sign and date** the appeal form.

If you have a declared disability and require information to be sent to you in an appropriate/ alternative format, please let the Appeals Investigation Officer know.

## WHO CAN SUBMIT A WITHDRAWAL APPEAL?

Any student from the list below may submit a withdrawal appeal, as long as the grounds for appeal are made in accordance with Section 7 of the [Student Engagement Policy & Procedure](#):

- Students registered on a taught or postgraduate research programme that is awarded and wholly delivered by the University of Greenwich
- Students registered on a Distance Learning programme delivered by the University of Greenwich
- Students registered on a taught dual degree programme that is awarded by the University of Greenwich while they are being taught at the University of Greenwich.

## WHEN SHOULD I APPEAL?

Withdrawal appeal forms must be completed **in full** and submitted, **with evidence** in support of your appeal, within **14 calendar days** of the email notification of withdrawal.

## WHAT DO I NEED TO SAY ON THE APPEAL FORM?

You must include in your appeal all the information that you wish to be considered as any information that is left out may not be able to be considered at a later stage. Whilst we need all the relevant information to consider your appeal, please do not assume that your case will be strengthened simply by the length of your submission or the quantity of evidence that you submit.

**Original** evidence must be provided in support of your appeal and listed on the appeal form, and must be in English or accompanied by a certified translation. There may be exceptional circumstances in which evidence cannot be provided at that time, in which case you should specify the date on which it can be provided and outline the evidence to be supplied; this should normally be no later than 7 calendar days after submission of the appeal form.

**Your appeal cannot be considered until the listed evidence is provided.** If you have previously been in contact with the University Counselling Services about any issues raised in your appeal or matters that may have a bearing upon it, it may be appropriate to consult them.

## HOW DO I SUBMIT MY APPEAL?

Your appeal form and documentary evidence should be emailed to:  
[engagementappeals@greenwich.ac.uk](mailto:engagementappeals@greenwich.ac.uk)

*Please ensure you keep a copy of the form for your records.*

## WHAT WILL HAPPEN NEXT?

You will receive an acknowledgement email informing you that the investigation into your appeal has begun.

Please note, your appeal may not be accepted if you have submitted your form outside of the stipulated deadline without good reason.

## MY APPEAL HAS BEEN ACCEPTED, WHAT HAPPENS NOW?

If your appeal is accepted, your appeal will be forwarded to the Faculty to check that Faculty records are accurate.

The Faculty may decide to either:

- a) Dismiss the appeal if they do not think that you have provided a good enough explanation or substantial evidence to support a change of decision. The appeal procedure within the University will be at an end, in which case the you will be given the reasons for the decision in writing.
- b) Uphold the appeal and request Student & Academic Services to reinstate your registration with or without a recommendation that you be granted a retrospective period of authorised absence. You may told that you need to meet certain conditions of reinstatement before you can return to your studies.
- c) To rescind the withdrawal decision and offer a period of interruption in light of the issues which you raised in your appeal submission. If you reject this offer, the original withdrawal decision will stand.
- d) To refer your appeal to a meeting of the Academic Appeals Committee, in which case the procedure outlined in Sections 7 and 8 of the [Academic Appeals Procedure](#) will apply.

## **WHAT HAPPENS WHEN THE UNIVERSITY HAS COMPLETED ITS APPEAL PROCEDURES?**

On completion of the appeal procedure, you will receive a *Completion of Procedures* statement, signifying that the University considers the appeal process to be complete.

If you feel that the outcome of your appeal is unreasonable in relation to the evidence submitted, you may request a review from the Office of the Independent Adjudicator for Higher Education (OIA), within twelve months of the issue of the *Completion of Procedures* statement. Information regarding this is on the OIA website: <http://www.oiahe.org.uk>

## **ADVICE AND SUPPORT**

Free independent advice and advocacy is available from the Greenwich Students' Union.

Greenwich Students' Union:

Email: [suadvice@gre.ac.uk](mailto:suadvice@gre.ac.uk)

Web: [www.greenwichsu.co.uk/advice](http://www.greenwichsu.co.uk/advice)

Online contact form: [www.greenwichsu.co.uk/advice/triageform](http://www.greenwichsu.co.uk/advice/triageform)

For students at Medway, please visit: [www.greenwichsu.co.uk/medway/advice](http://www.greenwichsu.co.uk/medway/advice)