

LONDON SCHOOL
OF SCIENCE & TECHNOLOGY

Appeals Policy and Procedures (DMU Registered Students)

Version 10.0

Approved by the Board of Governors

Last Amendment: October 2026

The following sets out procedures for receiving and considering students' appeals against formal decisions made by the School, which may affect their academic or enrolment status.

It has been reviewed and developed in line with *England's Regulatory Framework for Higher Education* and takes on board the Framework's accompanying guidance with regard to Complaints, Concerns and Appeals; due regard is also given to the Office of the Independent Adjudicator(OIA)'s *Good Practice Framework.*

Note: This Policy does not cover appeals against admissions decisions; applicants challenging a decision by the School not to make an offer of study should refer to the Admissions Policy.

DOCUMENT INFORMATION

Document owner(s)*: Head of Registry

Date of next review: September 2027

Document Status: IN USE

Dissemination: For general publication

*The document owner is responsible for maintaining and updating the content of this document and ensuring that it reflects current practice at the School.

**This appeals procedure document is specifically for students studying on a De Montfort University (DMU) program. This policy aligns with the awarding body's (DMU) policy and procedures. Should students require the full DMU policy this can be found on the DMU website via this link: https://www.dmu.ac.uk/current-students/student-support/exams-deferrals-regulations-policies/student-regulations-and-policies/academic-appeals.aspx

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1. PRINCIPLES FOR HANDLING APPEALS

1.1. The policy and procedures for dealing with student appeals against formal decisions made by the London School of Science and Technology (LSST) or its awarding body, De Montfort University (DMU) are outlined below.

1.2. LSST delivers higher education courses under validation and franchise agreements with external awarding bodies, with whom it works to resolve all complaints, concerns and appeals; the procedures for submitting appeals may vary depending on the course a student is enrolled in (see Section 2).

1.3. If the student's behaviour is deemed malicious or distressing at any point during the appeals process, the School may refuse to continue with the investigation of the appeal and/or make a referral under the School's *Student Code of Conduct and Disciplinary Procedures.*

1.4. Regardless of who is in charge of receiving and investigating students' academic appeals, LSST collaborates with DMU to ensure:

- A student has the right to request reconsideration of any assessment board's decision on specified grounds only.
- A student has the right to remain on the course and continue with their studies until the outcome of the appeal is clear, if other results not under appeal permit this.
- All appeals are handled in a fair, objective, and timely manner to facilitate timely resolution.
- No student will be discriminated against or otherwise disadvantaged as a result of filing an appeal, whether or not the appeal is upheld.
- Specific procedures are easily accessible to students, taking into account equality and diversity issues as well as access barriers.
- Staff receives training and guidance in conducting appeals procedures or complying with awarding body procedures.
- Where possible and to maintain impartiality, staff dealing with any stage of escalation of an academic appeal will not have been involved in any of the previous stages, except in an advisory capacity where required.
- Appropriate action is taken promptly following an appeal process, and such actions are recorded, monitored, and reviewed for the purpose of supporting.
- Students who file an appeal will be treated with respect and courtesy at all times during the appeals process.
- The content of an appeal, as well as any supporting evidence, will be kept confidential and in accordance with the School's *Data Protection Policy.*

1.5. The Office for the Independent Adjudicator's (OIA) Good Practice Framework informs LSST's procedures for handling students' complaints, concerns, and appeals; students who remain dissatisfied with the way LSST or their course's awarding body handled their appeal may request a review of the matter by the OIA once the appeal procedure has concluded.

1.6. Appeals must be submitted within 10 working days of receiving notification of the decision to which the student wishes to appeal; LSST will assist students in submitting an academic appeal in the standard format such as using “Application for Appeal Form” which can be found on the Virtual Learning Environment (VLE) or obtained from the Student Support Team.

1.7. LSST will make every effort to resolve all appeals within 90 days of their submission, and if this is not possible, the student will be informed of the reason for the delay as soon as possible.

1.8. Upon admission to the School, students will be informed of their right to appeal formal School decisions affecting their personal studies. Student Handbooks will contain information on how to file an appeal. Staff from Student Support will also assist any student who wishes to file an appeal.

1.9. Any appeal regarding the program, modules, or credits that is not resolved using LSST’s policies and procedures should be reported to De Montfort University.

2. DEFINITION AND SCOPE

2.1. For the purposes of this policy, an appeal is defined as: *“a request for a review of a decision of an academic body charged with making decisions on assessment, student progression and awards”.* However, the School will ensure that appeals procedures are flexible enough to accommodate issues which fall under more than one process (for example or attendance-related issues decisions). This policy does not however apply to:

- Those applying to study at the School (see Admissions Policy, Procedure and Regulations).
- Third parties wishing to raise an appeal on behalf of a student, for example parents, guardians, relatives or the spouse or partner of a student.

2.2. A student can submit a formal appeal in various circumstances:

2.3. Academic Appeals

2.3.1. Students may submit an academic appeal to challenge the assessment grade or the impediment to academic progress due to a bias in the outcome established during the assessment and grading process for academic work. By submitting a formal appeal, LSST will evaluate the appeal, investigate, and rectify the conclusion if deemed necessary.

2.4. Withdrawal and Disciplinary Appeals

2.4.1. At the withdrawal stage or upon receiving a disciplinary outcome, students have the opportunity to submit an appeal to dispute the School's internal procedures. Should the students contend that the Panel was unaware of their personal circumstances or that new evidence became available following their withdrawal from their studies for failing to meet the course requirements as outlined in Section 3 of the LSST Student Attendance and Academic Performance an appeal can be submitted for this decision to be reviewed. Whereas a student was notified of the Disciplinary outcome, they can also challenge the decision and outcome.

3. APPEALS PROCEDURE

3.1. This policy applies to all LSST students enrolled on De Montfort University-approved courses. All students whose disciplinary appeals are pending are liable for fees and have the right to continue their studies until the appeal is resolved. During the investigation or exclusion, no work-based learning (i.e., placement or practice) is permitted; only theoretical work is accepted.

3.2. If a student is withdrawn due to unpaid course fees, low attendance or non-engagement, they should refrain from attending classes or submitting any coursework assessments until the conclusion of their appeal, if submitted, has been communicated and indicates otherwise. In case of a withdrawal, the school will inform the students of this via email on the student's LSST email account and by post. Therefore, it is solely the student's responsibility to keep their records and personal details up to date throughout their course, in order to avoid any potential omittance of crucial communications pertaining to their studies.

3.3. Grounds for Appealing a Formal Decision

3.3.1. This policy may be used to challenge:

- A specific assessment result (only if based on a procedural irregularity claim, as defined below).
- An Assessment Board decision.
- A decision to withdraw a student from the School (other than for disciplinary/academic reasons), for example, because they have failed to meet attendance or attainment requirements.
- A refusal to grant special consideration for mitigating circumstances.

3.3.2. Such appeals may be made where there is compelling evidence of:

- Procedural or administrative errors in which the process leading to the decision was not followed correctly (i.e., demonstrable errors in the assessment process). This would include arithmetic or factual errors.
- Errors in the marking or the Assessment Board's subsequent decisions.
- New evidence that the student was unable to obtain in front of the Panel.

- Irregularities in the conduct of procedures leading up to the decision in question that can be shown to have had a tangible impact on the decision's outcome.

- Bias or an unacknowledged conflict of interest that can be demonstrated to have had a tangible impact on the decision.

- Exceptional mitigating personal circumstances that were not known to the School, and where the student can demonstrate good reason why such circumstances could not have been notified to the School using the Mitigating Circumstances Procedure prior to the decision being made - these will be referred to the Mitigating Circumstances Panel.

3.3.3. A student who can appeal for reconsideration of an Assessment Board decision are restricted to the following:

- There were errors found in the conduct of the examination or assessment, or decision-making process which cause doubt as to whether the result would have been different had they not transpired (i.e., irregularities in formal examination, in the setting, or conduct of some form of assessment, insufficient communications about an assessment). Students must provide evidence of any claims of errors by LSST or DMU during the assessment process.

- Alleged errors in the LSST's or DMU's quality assurance processes of marking, internal and external moderation and/or resultant decision-making. Students are not permitted to appeal against the academic judgment of the examiners, see 3.5 below.

  Note: The above examples are not exhaustive.

3.3.4. If LSST does not resolve an appeal to the student's satisfaction, the student may refer the matter to the awarding body, DMU, whose decision is final.

3.3.5. The following circumstances will not be considered grounds for appeal:

- Perceived past shortcomings in tuition, communicated instructions, supervision or support not previously raised with the School cannot be considered as grounds for appeal. Students should use the School's *Complaints procedures* to address these issues as they arise.

- Disagreement with the academic judgment of an Assessment Board, and the student will not be permitted to argue the academic merits of their work. The student's feeling that the result unfairly reflects the merit of their work or their ability does not constitute grounds for appeal.

3.3.6. Extenuating circumstances, such as suspension, debt hold, are not grounds for an academic appeal and will usually not be considered by LSST or DMU once the student's marks or award have been verified by an Assessment Board.

3.3.7. The Appeals Panel will consider cases where the student receives a retrospective diagnosis of a health condition, learning difficulty, or difference that they could not have known at the time of the assessment, taking into account individual circumstances and the medical/ professional documentation provided.

3.3.8. In such cases, the Appeals Panel's decision is final and cannot be appealed.

4. DEADLINE FOR APPEALS

4.1. Academic appeals must be submitted within 15 working days of the student receiving notification of the decision they wish to appeal (or the publication of assessment results) via letter or email.

4.2. Students must submit any other appeal pertaining to a withdrawal or disciplinary outcome within 10 working days of the notification.

4.3. An appellant who is unable to file an appeal within the above-mentioned timeframe, they must file a declaration of intent to do so with the Registry Office, which may impose a time limit for filing the full appeal. Any appeal submitted outside of these time limits must include reasons and evidence demonstrating why the request could not have been made within the time limit due to no fault of the student.

4.4. If, in the opinion of the Registrar, these reasons are not valid, the appeal will be rejected summarily, and the student will be informed by letter/email of the reasons. Any such decision will be made within 10 working days of receipt of the appeal.

4.5. A student is advised to submit the appeal to LSST directly in the first instance.

4.6. If a student wishes to submit an academic appeal form to DMU, please visit the University's website at: https://www.dmu.ac.uk/current-students/student-support/exams-deferrals-regulations-policies/student-regulations-and-policies/academic-appeals.aspx

5. SUBMITTING AN APPEAL

5.1. All appeals must be submitted on the Application for Appeal Form, which can be found on the Virtual Learning Environment (VLE) or obtained from the Student Support Team. The form should be submitted to the Registry Office at the address listed below, and it should include a statement indicating which of the grounds listed in 3.3 the appellant wishes to base their appeal on, as well as a statement of the facts that constitute the basis for the appeal. Please retain a copy for your records.

5.2. *F.A.O LSST Registry department;*
London School of Science and Technology,
First Floor, Memo House,
Kendal Avenue,
London
W3 0XA

Or via email: registry@lsst.ac. The form can also be submitted to Student Support.

5.3. If the Registrar believes that these facts are not adequately stated, they may require the appellant to submit a further statement and may set time limits for submitting any such

statement. Any such response will be provided within 10 working days of the appeal's receipt.

6. APPEALS PROCEDURE (CONTINUED)

6.1. After gathering all relevant information and seeking advice, the Registry Office will make an initial decision on whether or not the appeal is admissible based on the evidence available and advice from relevant officers; this initial decision will be made within 5 working days of receipt of the appeal, and the student will be notified of the outcome by letter/email.

6.2. Where the appeal request does not constitute sufficient grounds for an appeal (i.e., does not satisfy any of the grounds for appeal given above, or there is insufficient supporting evidence presented), the case will be considered inadmissible. This includes instances where:

- The student has provided no substantial, relevant evidence of a procedural irregularity or no third-party evidence has been provided of prejudice or bias.
- The procedural irregularity claimed by the student clearly could not have affected the decision to an extent that would have led to a different decision.
- The student has provided no substantive reasons as to why evidence of mitigating circumstances could not have been provided at an earlier time.

6.3. If the appeal is deemed inadmissible, the student will be sent a letter/ email outlining the reasons for the decision.

6.4. Where it is believed that there may be grounds, the appeal will be considered to be admissible and it will be considered by the Appeals Panel. The appellant will be notified of the outcome of the Appeals Panel’s decision by letter/email normally within 20 working days of the referral by the Registry Office.

6.5. Appellants should be aware that the original decision will be considered ‘in-effect’ while the appeal is being investigated; filing an appeal will not usually result in the original decision being temporarily suspended. However, until the matter has been thoroughly investigated, the School may, at its discretion, postpone certain actions resulting from the original decision.

7. THE APPEALS PANEL

7.1. Appeals that satisfy the above-mentioned grounds and are supported by credible evidence will be considered by the School’s Appeals Panel. The Panel's membership will change to ensure that no one involved in the original decision under review has any influence over the outcome of the Panel's deliberations.

7.2. The Appeals Panel will act as an advisory body and will make recommendations to the appropriate managers or decision-making bodies, with the expectation that such

recommendations will be implemented or, where this not possible, referred back to the Panel with good reason.

7.3. The Panel will be guided by principles of natural justice and will make its recommendations based upon the evidence presented to it, ultimately arriving at one of the following courses of action:

- **Reject:** If the Panel believes that the original decision was fair and does not contravene School regulations or policy the appeal will be rejected. An appeal may also be rejected because the grounds for appeal are not clearly stated or the appeal has been received late.

- **Upheld:** If the Panel believes that the original decision was unfair or contravened School regulations it will decide to uphold the appeal. If this happens, the Panel will write to the relevant academic committee recommending a course of action to resolve the situation.

- **Defer:** If the Panel believes that further information is required before it can make a decision it will defer the case and ask the relevant Registry Officer to write to the student requesting more details. Where a case is deferred, every effort will be made to obtain the additional information in time for the case to be considered at the next meeting.

7.4. The decision of the Appeals Panel will be communicated to the appellant and all other stakeholders within 5 working days of the Panel meeting. This communication will explain the Panel's reasoning for its recommendations and confirm any outstanding actions that the School must take.

NB: *Appellants should note that when an appeal is upheld regarding the marking of an assessment, the Panel cannot substitute the appealed mark with one of its own or make a judgment on the quality or standard of a student's work; in this instance the Panel's recommendations will be provided to the relevant Assessment Board who will coordinatea reassessment of the work before ratifying the new grade with the awarding body.*

7.5. If a student files an appeal through DMU's appeals process, they can expect DMU to follow their own policy. DMU's process for conducting an appeal for reconsideration of an assessment board decision is available on their policy: 2.1-2.16. However, we advise students to contact LSST in the first instance.

8. REVIEW OF PROCEDURES

8.1. If a case is rejected by the Academic Appeals Panel, a student may submit a revised case to the Registry Officer by completing the Review Stage 1 Academic Appeals Form, within 10 working days of receiving notification of the outcome of their appeal.

8.2. An application for review can only be made in the following circumstances:

- If the student has new evidence that was not available or could not reasonably have been obtained in time for the Academic Appeals Panel to consider it.

- There was a procedural error in the consideration of the appeal by the Academic Appeals Panel that contravenes this policy.

8.3. If a request to review the decision of the Appeal Panel is received, it will be referred to the Independent Reviewer, who will either:

- With their comments, refer the matter back to the next Academic Appeals Panel for reconsideration as soon as possible (within 30 days of the review request or where practical). To ensure impartiality, the Panel's membership may differ from the previous one.

- Deny the appeal on the grounds that the criteria in 8.2 were not met; the appellant will be notified in writing of the Panel's decision and the reasoning behind it with 10 working days.

8.4. Where an appellant remains dissatisfied with the outcome of an appeal after the School'sprocedures above have been concluded, they may have recourse to request a review of the decision by the awarding body.

8.5. Any additional actions arising from the awarding body's consideration of the appeal will be agreed upon by the School and the awarding body, and will be promptly notified to the appellant in a Completion of Procedures (CoP) letter, which will detail the steps taken in considering the appeal, any action taken to resolve it, and the rationale for the School's and the awarding body's final decisions. The letter of understanding will inform students of their potential eligibility to request a review of the matter by the Office of the Independent Adjudicator.

8.6. The Completion of Procedures letter will mark the conclusion of the internalappeals process.

9. REVIEW BY THE OFFICE OF THE INDEPENDENT ADJUDICATOR

9.1. The School subscribes to the scheme for the independent review of complaints and appeals by Office of the Independent Adjudicator (OIA). Appellants who believe their appeal has not been properly or fairly handled by the School or the awarding body, can request an independent review be conducted by the OIA, who will investigate in accordance with their rules.

9.2. An appeal to the OIA must be made within 12 months of the date of the Completion of Procedures Letter, and must be made using the OIA's complaints form, which can be found here: http://oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx

9.3. The OIA will consider all applications in accordance with its rules; it does not consider appeals relating to:

- Refusal of admission to the School.

- Matters of academic judgement.

- Student employment matters.
- Matters that are the subject of court proceedings, whether concluded or currently active.
- Matters previously considered by another approved dispute resolution entity.

10. FAIR TREATMENT OF APPELLANTS

10.1. LSST strives to maintain an environment in which students can challenge formal School decisions on reasonable grounds without fear of intimidation or retaliation. If a student believes that they have been victimized or unfairly placed at a disadvantage as a result of filing an appeal, they should file a complaint with the *Student Complaints Procedure*.

11. PROTECTION OF PERSONAL DATA

11.1. In order to make sound and informed decisions, staff members presiding over the appeals process will routinely be given potentially sensitive information about students' personal or medical circumstances. This information will be treated as controlled information under the Data Protection Act (2018) and shared only in strictest confidence in accordance with the School's *Information Sharing Procedure and Data Protection Policy*. Such information will be securely stored in the School's archives for at least two years following the student's departure from the School, after which it will be securely erased from the system.

11.2. Student or applicant information provided to Panel members is not under any circumstances to be shared externally to the committee without redaction or removal of sensitive information with the exception of where this information is provided to the Principal.

12. REVIEW AND UPDATE OF THIS POLICY

12.1. The Head of Registry will review this policy on a regular basis to ensure that it remains fit for purpose and in accordance with all awarding body and external regulatory requirements. Changes to this policy will be reviewed by the Executive Committee and approved by the Board of Governors of the School.

VERSION HISTORY

Version	**1.0 – 5.0**	
Original author(s):	Head of Registry Quality Office	
Reviewed by:	Executive Committee	September 2015, September 2015, September 2015, January 2018 September 2018
Version	**6.0 - 6.2**	
Revised by:	Head of Registry Quality Office	
Revision summary:	*General revision to order of document. Clarification on differentiation of partner procedures. Clarification of the point at which internal procedures are exhausted. Formatting clause numbering and version control applied. Reference to revised Quality Code Guidance. Revision of Panel Outcomes* *Reviewed by Publications Committee; all amendments recommended by theExecutive Committee for ratification by the Board of Governors.*	
Approved by:	Board of Governors	October 2019
Version	**6.3**	
Revised by:	Head of Registry Quality Audit Manager	
Revision summary:	*Annual review; minor updates and factual corrections.*	
Approved by:	Board of Governors	October 2020
Version	**6.4**	
Revised by:	Head of Registry Quality Manager	
Revision summary:	*Annual review; partnerships amended. Document reformatted and version control added.*	
Approved by:	Board of Governors	December 2021
Version	**6.5**	
Revised by:	Head of Registry Quality Manager	
Revision summary:	*Annual review; Document amended to reflect DMU's processed and procedures; Document reformatted and version control added.*	
Approved by:	Board of Governors	March 2023
Version	**7**	
Revised by:	Head of Registry Quality Manager	
Revision summary:	*Annual review; Document amended to reflect DMU's processed and procedures; Document reformatted and version control added.*	
Approved by:	Board of Governors	October 2023
Version	**8**	
Revised by:	Assistant Registrar Quality Unit	

Revision summary:	*Annual review and update, Principal changed to Independent Reviewer throughout the policy, title change from 'Awarding Body - DMU' to 'DMU Registered Student', minor grammatical corrections, document format applied, version control applied.*	
Approved by:	Board of Governors	October 2024

Version	**9.0**	
Original author(s):	Head of Registry Quality Office	
Revised by:	Quality Unit	
Revision summary:	***Annual review and update -*** *Data Protection Act updated to 2018. Minor grammatical corrections, document format applied, version control applied.*	
Reviewed by:	Publications Committee	September 2025
Approved by:	Board of Governors	October 2025

Version	**10.0**	
Original author(s):	Head of Registry Quality Office	
Revised by:	Quality Unit	
Revision summary:	***Annual review and update -*** *Application for Appeal form referenced under paragraph 1.6. 20 working days changed to 5 working days under paragraph 6.1. 2 working days changed to 5 working days under paragraph 7.4. Minor grammatical corrections, document format applied, version control applied.*	
Reviewed by:	Publications Committee	October 2026
Approved by:	Board of Governors	October 2026