

Rajitlal Institute of Management, Sharjah (RIMS)

Complaints and Academic Policy

Version 1.0 2025

Policy Authorized by Responsible Officer
Dated on: 11/08/2025



Purpose

RIMS's complaints policy and procedure is designed to ensure that anyone who is entitled to and wishes to make a complaint about any service or lack of service offered by the Institute is dealt with in a fair, effective and timely manner

Introduction

RIMS is committed to providing high quality services and facilities for its students. The RIMS welcomes and promotes the views and suggestions of students since these play an important role in supporting continuous quality enhancement. However, there may be occasions when a student or group of students are dissatisfied with some aspect of the quality of learning that the RIMS provides. In such cases RIMS is committed to resolving any issues raised to further enhance the quality of learning and related services provided to students.

All staff at the RIMS try to ensure that any issues or complaints are satisfactorily resolved in an informal manner. However, there may be times when this proves not to be possible and recourse to making a formal complaint may be made by a student or group of students.

RIMS maintains a Complaints Log of both informal and formal complaints together with their resolution and any actions taken to improve the provision of student learning and/or services provided by RIMS. This Complaints Log is considered and discussed by Academic Board and Executive Board.

RIMS Complaints Policy and Procedure and associated documents, including a flow chart and short guide for students, is available on its website.

Scope of the Complaints Policy

RIMS defines a complaint as an expression of dissatisfaction with any service or lack of service provided by RIMS. RIMS believes it is important that its students feel able to express dissatisfaction to which a response should reasonably be expected. RIMS's Complaints Policy aims to provide a fair, accessible and transparent approach which enables students and entitled others to raise concerns which are dealt with effectively, and in a timely and appropriate manner. The Complaints Procedure is not restricted to students of RIMS. A complaint may also be made by, for example, a prospective student (such as a complaint about the admissions process) or a member of the public. A complaint may also be submitted by a group of students, in which case a

spokesperson should be nominated who will be the channel of communication for the group.

A complaint may not be lodged by a third party on behalf of the complainant.

Students and others making a formal complaint are advised to consider whether there are more suitable ways for them to communicate and resolve their concerns. For example, this may be done through discussion with a lecturer or member of the RIMS's management staff or through other feedback mechanisms, such as student surveys. Anyone considering about making a complaint is urged to seek to resolve their complaint informally. This can be done either before embarking on the formal complaint procedure or at any stage during the formal procedure. In general, outcomes from an informal resolution of a complaint are usually better and more satisfactory for all concerned.

If, after initial investigation, it becomes apparent that a complaint may be more appropriately dealt with under the staff disciplinary procedure, the case will be passed to the dean for the duration of the investigation. The dean will use the appropriate procedure for dealing with the matter.

Students are recommended to read RIMS's Complaints Student Guide, which provides a short summary, so that the Complaints Policy and Procedure is fully understood. The Complaints Flow chart provides a useful visual summary of the Complaints Procedure together with timescales for the different stages of the procedure.

Members of staff at RIMS are recommended to read the Complaints Guidelines for Staff so that they fully understand the Complaints Procedure and their responsibilities when a student or other person makes a formal complaint.

RIMS's Complaints Procedure

There are four stages to RIMS's Complaints procedure:

- Stage 1: Conciliation (informal)
- Stage 2: Formal Complaint
- Stage 3: Appeal to the Dean
- Stage 4: Independent Review (external)

In the case of a complaint about a member of the management team, Stage 2 will be as follows:

- A complaint about the Academic Director, Director of Quality will be dealt with by the dean. A complaint about the dean will be dealt with by the

Director of Quality and may involve an independent person from outside of the RIMS.

Stage 1: Conciliation (informal)

Complainants are strongly advised to make every reasonable effort to resolve their complaint informally by meeting with the member of staff most directly concerned with the matter before proceeding to Stage 2 and submitting a formal complaint. If necessary, a conciliation meeting involving a more senior member of staff and the member of staff concerned may be held. RIMS acknowledges that methods other than a meeting may be more suitable when attempting to resolve the complaint at Stage 1. The RIMS urges students to attempt to resolve complaints at Stage 1 and expects that the majority of complaints will be resolved satisfactorily at this stage. Informal complaints and their resolution will be recorded in the Complaints Log.

The complaint should be raised as soon as possible and normally no more than ten working days after dissatisfaction with the service provided by the RIMS or the matter giving rise to the complaint. The member of staff immediately concerned with the complaint should try to resolve the complaint through meeting with the complainant within ten working days of receipt of the complaint.

Where it is not clear to the complainant which member of RIMS's staff is directly concerned, or the complainant is unclear on the correct complaints procedure to follow, the complainant will be advised by the Director of Quality or Academic Manager.

Where the procedure outlined above does not produce a satisfactory resolution of the matter giving rise to the concern, the complaint may be formalised and dealt with as a Stage 2 Formal Complaint, detailed below. While every reasonable effort should be made to resolve complaints at Stage 1, the complainant has the right to proceed to Stage 2 at any time provided that it is within one calendar month of the matter giving rise to dissatisfaction.

Stage 2: Formal Complaint

If a complainant is dissatisfied with the outcome of Stage 1 or wishes to proceed directly to Stage 2, he/she should make a written complaint using the Stage 2 Complaints Form. By proceeding direct to Stage 2 the complainant should be aware of the lost opportunity to resolve the matter by informal means. Any complainant who has not attempted to resolve their complaint through conciliation (Stage 1) will be asked to explain on the Stage 2 Complaints Form why they have not completed Stage 1 of the Complaints Procedure or why the informal process has not resolved matters to their satisfaction.

The completed Stage 2 Complaints Form should be lodged with the Director of Quality within ten working days of the unsatisfactory outcome of Stage 1 or within one calendar month of the complainant becoming aware of the matter with which he/she is dissatisfied. An extension of these time limits will only be possible in exceptional circumstances, such as illness, an apparent risk of victimisation, personal embarrassment or other hindrance beyond the student's control. In such a circumstance, the Stage 2 Formal Complaint should be made as soon as possible thereafter, without undue delay, and the complainant will be asked to explain on the Complaint Form the reason for the complaint being lodged outside of the time limits.

All Stage 2 complaints made using the Complaints Form will be processed by the Director of Quality.

The Director of Quality will pass the complaint to the Dean If the person cited in the Stage 2 complaint is the Academic Manager or Director of Quality.

If the complaint is more appropriately investigated through the academic appeals procedure then the complaint will cease to be handled as a complaint at this point and will instead be processed as an Academic Appeal. The Director of Quality will liaise with the Academic Manager to determine if an academic appeal would be more appropriate.

If the complaint concerns a member of staff and/or harassment matters, the Director of Quality should consult with the dean regarding the appropriate procedure to adopt before conducting an investigation.

Investigation of a complaint: The Director of Quality will appoint an appropriate member of staff to investigate and attempt to resolve the complaint. As far as possible, the appointed member of staff will be independent of the complainant. The member of staff responsible for dealing with the complaint (the investigator) shall:

- a. make such investigations as he/she deems appropriate
- b. ask any person being the subject of a complaint for a written response/statement
- c. keep the complainant, the any other relevant persons involved informed of the progress of the investigation.

If the Director of Quality and/or investigating person considers that there is a prima facie case to proceed under the staff disciplinary procedure, the case will cease to be handled through the complaints procedure and will be referred to the dean.

The investigator may make one of the following decisions within the procedures laid down by RIMS and under the rules of natural justice:

- a. to dismiss the complaint
- b. to suggest a mutually agreeable settlement to the complainant (and member of staff, where appropriate). If this is not mutually accepted within five working days, then the investigator shall make a decision under (a) or (c) of this section. If the settlement is accepted, the procedure terminates at this stage
- c. to find the complaint justified and make an offer of redress to the complainant, for example, an apology and/or appropriate recommendations to RIMS.

The investigator shall, within 15 working days of receipt of the Stage 2 Complaints Form, produce a written report responding to all complaint points and making clear the grounds on which a decision or settlement has been reached. This report will be given to the Director of Quality. A letter to the complainant, based on the investigator's report, will be sent to the complainant. The letter will deal with each point of complaint and include actions, as appropriate.

Appeal to the Director of Quality

If the complainant is still not satisfied with the response, he/she should complete the Appeal Against Outcome of Stage 2 Formal Complaint Form and submit it to the Director of Quality within 10 working days of receipt of the response, explaining why he/she is not satisfied with the outcome. The complainant should indicate the matters that he/she considers to be outstanding.

Within 10 working days of receipt of the complaint, the Director of Quality will decide whether there is a prima facie case to refer the matter to the Complaints Review Panel, provided that:

- a. there is, at the time, still a complaint which comes under the scope of this procedure
- b. the student's desired outcome to the complaint is achievable
- c. the complaint was lodged within the set time limit.

If there is no prima facie case for proceeding to a Complaints Review Panel the complainant shall receive a written statement explaining the reasons for this. If the complainant is not satisfied with the response, he/she shall be given the option of proceeding direct to an Independent Review at Stage 4 and issued with an RIMS's 'Completion of Procedures' letter.

If there is a prima facie case for proceeding, the Director of Quality may consider the possibility of convening a mediation meeting with the parties involved at Stage 1 of the procedure. If the meeting is successful, the complainant and other party will be informed of the outcome in writing within 10 working days. When an attempt to achieve a resolution through mediation is unsuccessful or

would appear to be inappropriate, the Director of Quality will arrange for a Complaints Review Panel to be convened.

The Director of Quality will arrange for a Complaints Review Panel to be convened within 15 working days of the notification to consider and adjudicate on the complaint.

The Complaints Review Panel shall normally consist of the following members:

- a. a senior manager (Chair)
- b. one member of staff.

In the event of a complaint against the Academic Manager or Director of Quality the Complaints Review Panel shall consist of the following members:

- a. the Dean as Chair
- b. one member of staff.

Where possible, RIMS shall seek to ensure that the composition of the Complaints Review Panel reflects the character of the Institute and, as far as possible, independent of the complainant(s).

The Director of Quality shall make available to the Complaints Review Panel the Stage 2 Complaints Form, previous correspondence relating to the complaint and any other relevant documentation.

The outcome and the reasons for the decisions of the Complaints Review Panel will be communicated by Director of Quality to the complainant within 10 working days of the meeting of the Complaints Review Panel. The Complaints Review Panel will, at the same time, send a report summarising the complaint, the action taken to resolve it, and the Panel's conclusions and recommendations to the dean. The decision of the Review Panel will be final and binding.

If the complaint is upheld, the Director of Quality will inform the Dean and the Chair of the Complaints Review Panel within 15 working days of receipt of the report, stating what action has been taken or is proposed in the light of the Panel's recommendations. The Complainant will also be notified of actions taken or actions proposed in response to the Panel's recommendations.

The procedure of the Complaints Review Panel hearing shall be as specified in paragraph 5 below.

As far as is practicable, confidentiality shall be preserved in the investigation of the complaint. However, information provided by the complainant may be used when a complaint is investigated.

Once the Stage 3 procedure has been completed, RIMS will issue the complainant with a 'Completion of Procedures' letter. This letter will be issued

by the Director of Quality. The letter will notify the complainant of the outcome of their complaint and any changes or adjustments that may have been made as a result of the complaint.

Procedural rules for the Complaints Review panel

The hearing shall take place in private on the premises of RIMS on a date fixed by the Chair in consultation with the other member of the Panel. In exceptional circumstances the hearing may take place online using, for example, Microsoft Teams.

The complainant may be accompanied at the hearing by one friend but not a paid legal representative. Where several students are bringing the same complaint, they shall appoint two of their number (each accompanied by one friend who cannot be one of the complainants) to attend the hearing. Both the complainant and their friend will have the opportunity to address the panel and ask questions

After the date of the hearing has been fixed by the Director of Quality shall, at least seven days before the hearing, write to the complainant(s):

- a. notifying the date of the hearing;
- b. requesting three copies of any written submissions from the complainant, to be submitted at least two full working days before the hearing date;
- c. requesting the complainant(s) to provide the name(s) of any other friend(s) who will accompany them at the hearing and the name(s) of any witness(es) they would like to call (it is the responsibility of the complainant(s) to notify such friend(s) or witness(es) of the hearing;
- d. requesting the complainant(s) to provide details of any reasonable adjustments that may need to be made for the hearing in order to accommodate the complainant if they have a declared disability.

At all times following the lodging of a complaint under the formal complaints procedure, a member of RIMS staff who is concerned or named in the complaint or whose conduct is by implication called into question by the complaint has the right to be represented by a friend, who shall normally be another member of staff of RIMS.

The Director of Quality will circulate all the information received to the Panel and to the parties involved at least two working days before the date of the hearing.

Written information not received in advance shall not be considered by the Panel unless the Panel decides, in exceptional circumstances, to receive such evidence.

If the complainant does not appear at the date and time scheduled for the hearing, the Complaints Review Panel shall consider whether any reasons advanced for nonattendance are valid, and:

- a. if members so judge, adjourn proceedings to a later meeting;
- b. if no reasons are advanced, or if they are judged invalid, proceed in the complainant's absence.

The Panel will decide whether or not any particular witness should be called.

A Secretary shall be appointed to service the Panel and for producing the report on behalf of the Panel.

The Chair has the power to regulate the procedure of the hearing within the spirit of these rules, having regard to the need to maintain informality and reasonable progress of the proceedings.

Time limits may be departed from only at the discretion of the Chair. If a complaint lapses as a result of failure to keep to a time limit, the complaint cannot be recommenced. Time is calculated on working days throughout the year.

In exceptional circumstances the Panel may consider documents or hear evidence in the absence of the parties.

Role of Awarding Bodies

Where a student is on a course whose award is made by one of RIMS awarding bodies (NCC) a complaint can be submitted to the awarding body. This can be done at any time throughout RIMS complaints procedure. However, the Institute suggests that you complete RIMS's procedures first and be issued with a Completion of Procedures' letter

For NCC, complaints may be submitted to complaints@NCC Educationuk.com.

Stage 4: Independent Review by the Office of the Independent Adjudicator

If the complainant has exhausted RIMS internal procedures at Stage 3, and those of the awarding body, where appropriate, and is not satisfied with the outcome he/she may request that the case to be reviewed by the Office of the Independent Adjudicator for Higher Education (see www.oiahe.org.uk for information on how to request for the case to be reviewed). The Office of the Independent Adjudicator is a body independent of RIMS, Universities and other institutions of higher education.

The Office of the Independent Adjudicator must receive a completed Scheme Application Form within two years of the date of the Completion of Procedures Letter (see above). 8.2 The grounds and eligibility for review shall be determined by the Office of the Independent Adjudicator. 8.3 The findings of any case considered by the Office of the Independent Adjudicator shall be considered directly by the Dean of RIMS. The Dean shall take the recommendations of the Office of the Independent Adjudicator into account in reaching a final decision about any action that should be taken in response to the complaint. 8.4 The decision of the Dean is final and there shall be no further appeal against this decision

1. Reporting of Formal Complaints to Academic Board

The Director of Quality or nominee shall keep a record of all formal complaints that are made. This will include both informal and formal complaints that are progressed through the Complaints Procedure and those which are resolved informally at some stage in the Complaints Procedure. The Director of Quality or nominee shall keep a record of the types of complaints, those making complaints and how each complaint was resolved.

The Director of Quality shall make an annual report, as detailed below, in the July/August of each year for consideration by the Autumn meeting of Academic Board. The annual report will also be considered at the next appropriate meeting of the Executive Board.

The Director of Quality shall report annually to Academic Board on both informal and formal complaints (Stage 2 and Stage 3) using the Complaints Log. The report will include:

- the type of informal formal complaints lodged and the number satisfactorily addressed at Stage 1
- The number and type of Stage 2 formal complaints and resolution, where achieved
- the number of complaints that proceed to Stage 3
- the number of complaints that proceed to a Complaints Review Panel
- number proceeding to independent review.

Data concerning equal opportunities monitoring shall also be provided. Any overall recommendation(s) arising from the reviews will be drawn to the attention of Academic Board.

2. Malicious or Frivolous Complaints

RIMS Complaints Policy and Procedure recognises the importance of the protection of the rights of those wrongly accused. Malicious or frivolous accusations will be viewed as a serious matter by RIMS and could lead to disciplinary action, or legal proceedings.

ACADEMIC APPEALS

Policy and Procedure for making an Academic Appeal

1. Scope and Grounds for making an Academic Appeal

- The procedure for making an appeal against an assessment decision made by a tutor/assessor and/or an Assessment Board is concerned solely with student appeals arising from a request that the tutor and/or Assessment Board reconsider its decision.
- A complaint about any service that RIMS provides to its students and is not directly related to academic matters (marks awarded for assessed work, progression on a course and awards) should be dealt with academic complaint form and send to legal@rajitlal.com
- To make an academic appeal follow the procedure detailed below and use the Academic Appeals Form.

2. Grounds for an Academic Appeal

- An appeal against any decision made by a tutor/assessor and/or Assessment Board may only be made on the following grounds:
 - The assessment was not conducted in accordance with the current regulations for the programme/unit or module of study, or a material administrative error or some other material irregularity relevant to the assessment has occurred.
 - The judgement of an assessor/examiner or assessors/examiners was improperly affected by personal bias
 - Misleading information was provided about the assessment(s) and/or examinations
 - For a student with a disability or additional learning needs, the assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures for that student were not properly implemented.
- Disagreement with the academic judgement of a tutor/assessor and/or Assessment Board in assessing the merits of an individual piece of work, or in reaching any assessment decision based on the marks, grades and other information relating to the candidate's

performance, cannot in itself constitute grounds for a request for reconsideration by a student. Such matters of academic judgement remain the exclusive prerogative of the tutor/assessor and/or Assessment Board. Matters of academic judgement include:

- whether or not a student has reached the academic standard required for the unit/module/programme.
 - whether or not a student would benefit academically from further study, for example, by repeating a unit/module of study on the programme
- Subject to the previous paragraphs, the appeal may be against a decision or recommendation of a tutor/assessor and/or Assessment Board that:
 - the student has failed the programme or part of the programme (unit/module)
 - the student should not be permitted to proceed to the next stage of the programme
 - the student should be excluded from continuation of studies on the programme
 - a particular class or grade of award should be made.
- Pending the outcome of an academic appeal the student will be treated as if the assessment had not yet taken place. This means that progression or the making of an award/qualification will not take place, where such progression or the making of an award would depend on the assessment concerned.

3. Matters excluded from Academic Appeals

- A student may not make an appeal under these procedures on the grounds that mitigating circumstances adversely affected his or her performance in an assessment and/or that he or she believes an inappropriate allowance was made for such circumstances. Such issues are the subject of the Extenuating Circumstances Policy and Procedure.
- A student may not make an academic appeal on the grounds that poor teaching, supervision, academic advice or guidance affected his or her performance. In such circumstances the student should make a complaint under the Student Complaints Policy and Procedure.

4. Procedure for Notification of an Academic Appeal

- There are four stages in the Academic Appeals procedure:
 - Stage 1 Conciliation
 - Stage 2 Formal Academic Appeal
 - Stage 3 Academic Appeals Panel Hearing

– Stage 4 Independent Review

Stage 1: Conciliation

The conciliation stage is an informal process. If a student considers that he or she may have grounds for an academic appeal, or is seeking clarification of an Assessment Board's decision, he/she should first attempt to conciliate with the tutor who marked the assessed work or the Academic Manager. This should be done within ten days of the student receiving their results or the publication of the results from the relevant Assessment Board.

- Only when the informal stage of conciliation has been exhausted, and the student remains convinced that he/she has grounds for an Academic Appeal, should formal (Stage 2) procedures be initiated.
- Where a group of students wishes to submit a collective academic appeal, the group should nominate a spokesperson (who must be a student at RIMS) to act as the channel of communication for the group.
- Following discussion with the student, the tutor and/or Academic Manager a decision over the following two options will be made:
 - to refer the matter back to an Assessment Board for further consideration
 - to dismiss the informal appeal.

Stage 2: Formal appeal

- Where the Stage 1 Conciliation is unsuccessful, the student must submit his or her academic appeal using the Academic Appeal Form (see Appendix 1). This must normally be completed within five working days of the conciliatory meeting or no longer than fifteen days after publication of the results from the tutor or relevant Assessment Board. The completed form should be submitted to the Director of Quality.
- On receipt of the Academic Appeal Form, the Director of Quality shall consider the appeal to establish whether there is a prima facie case for the appeal. The grounds for appeal detailed in Section 2 and 3 above will be referred to in helping to make a decision.
- Where the Director of Quality deems there to be a prima facie case for an academic appeal, a meeting of the Academic Appeals Panel (described in Section 5 below) shall be called to hear the appeal, normally within fifteen working days of receipt of the appeal form.
- The student making the appeal will be informed by the Director of Quality whether or not there is a prima facie case or whether the appeal is

dismissed because there are not proper grounds for an appeal. If there is deemed to be a prima facie case the Director of Quality will inform the student of the date of the meeting of the Academic Appeals Panel. These communications to the student will normally be made within five working days of the completed Academic Appeal Form being submitted.

- In submitting a Stage 2 appeal, the Academic Appeal Form must be properly completed and contain the following information:
 - a clear statement of the actual decision of an Assessment Board being appealed against.
- a. the ways in which it is alleged that the assessment failed to accord with the 4 regulations pertaining to the programme/unit or module. It would be helpful to identify precisely the regulation(s) which has/have been breached. If an administrative error is thought to have occurred then state the nature of the error or other material irregularity relevant to the assessment(s) which has/have occurred.
- b. how it is alleged that, for a student with a disability or additional needs, the needs assessment was flawed, the provisions recommended were not implemented, or the agreed assessment procedures failed to be implemented
- c. evidence, other than personal testimony from the student, in corroboration of the factual base of the appeal, or an indication of how such corroboration will be provided
- d. a statement about the nature of the revised assessment sought from the tutor and/or Assessment Board if the appeal was to be upheld (e) a demonstration that conciliation has been attempted with the tutor and/or Principal, as appropriate.
 - An appeal may be dismissed in the following circumstances when the appeal is submitted late, without explanation which is satisfactory to the Director of Quality.

5. Academic Appeals Panel Constitution

- i. The Academic Appeals Panel shall comprise a Chair, normally the Academic Manager or nominee, and one other member of staff, consisting of:
 - Members of staff of RIMS who does not currently teach or supervise the appellant

- ii. Where possible, RIMS will seek to ensure that the composition of the Panel reflects the character of the College and/or at least one person has been trained in or has experience of equality and diversity issues.
- iii. No member of the Academic Appeals Panel shall be a member of staff either currently teaching and/or assessing on the student(s) concerned.
- iv. No member of the Academic Appeals Panel shall be an interested party.
- v. To the extent practicable, the same Chair should preside in hearings of appeals from a particular Assessment Board in any one academic year.
- vi. The Chair shall appoint a Secretary to the Panel.

6. Academic Appeal Hearing

- i. The student making the appeal shall have the right to appear before the Academic Appeals Panel and to be accompanied and assisted by a friend. The friend must be either an enrolled student at RIMS or a member of staff at RIMS.
- ii. The tutor and/or Chair of the relevant Assessment Board (or his or her nominee) shall have the right to be present at the Academic Appeal hearing.
- iii. The student making the appeal and the friend and the Assessment Board, through its representatives, shall have the right to call and to question witnesses.
- iv. The Academic Appeals Panel shall be entitled to call witnesses as it deems appropriate and to call for the production of relevant documents.
- v. The appeal shall only be heard on the grounds stated and accepted by the Director of Quality in the Academic Appeals Form, unless the Academic Appeals Panel decides otherwise. In the latter event, either the appellant or the Assessment Board shall be entitled to demand an adjournment of no more than one week to prepare evidence.
- vi. Each party, the student making the appeal and the Assessment Board, shall have the right to receive a copy of any written submission that is made on the part of the other.
- vii. The student making the appeal shall be invited to provide details of any reasonable adjustment that may need to be made for the hearing in order to accommodate the appeal, as long as the student has a declared disability.
- viii. If the student making the appeal does not appear at location, time and date set for the Appeal Hearing the Academic Appeals Panel shall consider whether any reasons sent by the student in advance of the hearing are valid, and:
 - if members of the Panel so judge, adjourn proceedings to a later date and time;

- if no reasons are advanced, or if they are judged to be invalid, proceed in the student's (appellant's) absence.

7. Outcome of an Academic Appeal Hearing

- i. The Academic Appeals Panel shall be empowered either:
 - to refer the matter back to the Assessment Board
 - to dismiss the appeal.
- ii. In making a referral back to the Assessment Board, the Academic Appeals Panel shall state the grounds on which it has reached its decision and what matters it requires the Assessment Board to consider further. The Academic Appeals Panel may make recommendations provide these are not academic judgements and provided that reasons for the recommendations are given.
- iii. Where appropriate, the Assessment Board may set up a sub-board from their own membership to review the strength and possible effect of the Academic Appeals Panel's recommendations. The full membership of the Assessment Board shall then meet as promptly as possible to consider the referral back in the light of the sub-board's findings, and shall submit a report to the Chair of the Academic Appeals Panel.
- iv. Should the Academic Appeals Panel have made recommendations which the Assessment Board is unable to accept, the Academic Appeals Panel may recommend to the Academic Board that the assessment(s) be annulled.
- v. A decision to annul an assessment can only be taken by a meeting of the Academic Board or, exceptionally, the Chair of the Academic Board.
- vi. When a decision of an Assessment Board has been annulled it is the responsibility of Academic Board to take action, including, to identify another assessor, to ensure that the student(s) concerned are properly assessed.
- vii. Where the appeal is dismissed or where the Academic Board has declined to annul the assessment(s), the most recent decision prior to the appeal being lodged of the tutor and/or Assessment Board shall prevail.
- viii. In cases of procedural or other irregularity, or where it is not possible to reconvene an Assessment Board, Academic Board shall have the power to annul a decision of the Assessment Board without making prior request for reconsideration. If an error or irregularity is found to have affected more than one student, the Academic Board may annul the whole assessment or any part of it.

8. Authority of Academic Appeals Panels

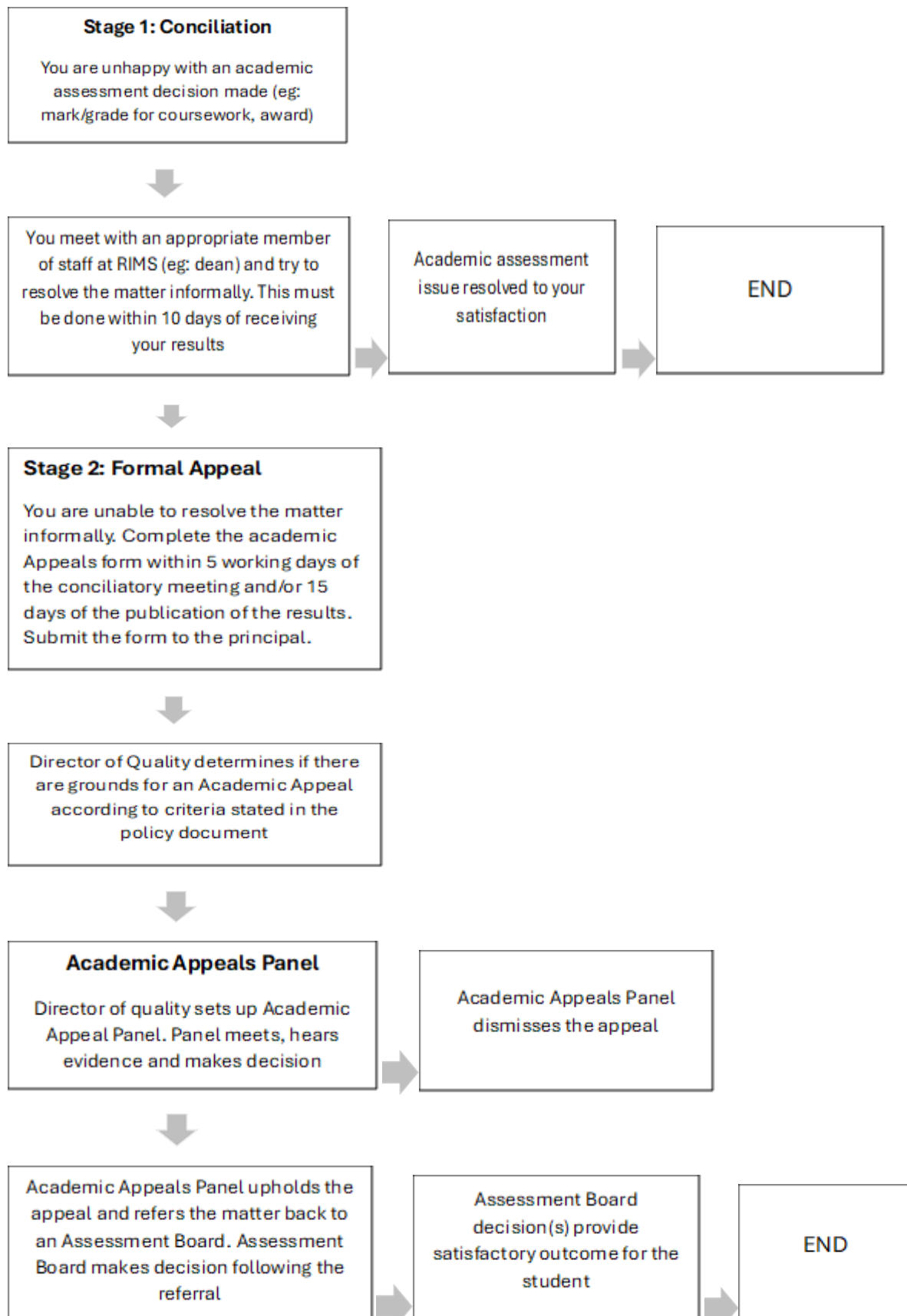
There shall be no appeal against the findings of an Academic Appeals Panel. Allegations of procedural irregularity in the conduct of an appeal may be heard by the principal, who may, at his/her discretion, require the Academic Appeals Panel to reconsider the case.

9. Referring Academic Appeal to an External Body

- i. The student or group of students may refer their dissatisfaction with the outcome of their academic appeal using RIMS's Academic Appeal Policy and Procedure to the awarding body for their programme of study (NCC Education).
 - A student or group of students may also refer their academic appeal to their appropriate awarding body – NCC Education. The academic appeal can be referred to the student's appropriate awarding body at any stage of RIMS's Academic Appeal Policy and Procedure. RIMS advises students that if they wish to refer their academic appeal to their awarding body it may be most appropriate if and when RIMS's academic appeals procedure has been completed and a Completion of Procedures Letter provided by the Director of Quality to the student or group of students.
 - To submit an academic appeal to NCC Education use:

10. Reporting

Each academic year the Director of Quality shall analyse the key features and outcomes of any Academic Appeals and any outcomes, where appropriate awarding body (NCC EDUCATION) made during the previous year. The Director of Quality shall present a report on this information to the appropriate meeting of the Academic Board (normally the autumn meeting of Academic Board).

ANNEXURE 1**Summary of procedure for making an Academic Appeal**

ANNEXURE 2**Academic Appeal Form**

RIMS's Policy and Procedure for making an Academic Appeal. Please read the policy and procedure carefully before completing the form. The flow chart may also be of help.

Both these documents together with the Academic Appeal Form are available on RIMS's website.

Once the form has been completed it should be given to or sent to the Principal at RIMS

Name			
Student ID			
Course			
Address			
Cell Number		Tel. No	
Email ID			

Grounds for Appeal

An appeal should be lodged no longer than fifteen working days after the publication of your results. Please remember that you may only appeal on grounds RIMS's Policy and Procedure for making an Academic Appeal.

Please indicate on which grounds you are appealing by ticking the appropriate box(es) given below:

The assessment was not conducted in accordance with the current regulations for the course/module, or there has been a material administrative error or some other material irregularity relevant to the assessment has occurred

<i>The judgement of an examiner or examiners was improperly affected by personal bias that misleading information was provided about the assessments and/or examinations</i>	
<i>The judgement of an assessor/examiner or assessors/examiners was improperly affected by personal bias</i>	
<i>For a student with a disability or additional learning needs, the assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures for that student were not properly implemented.</i>	

Attempt at informal resolution/conciliation

<p><i>Please provide further details with respect to each of the grounds of appeal indicated by the box(es) you have ticked above.</i></p>
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Please give details of the efforts you have made to resolve your concerns about the outcome of the decisions of an Assessment Board.

Who did you discuss the issue with?

Time and date of the discussion.....

Revised assessment.....

Evidence/documentation

You must provide supporting documentation in which you provide supporting evidence for then grounds of your appeal detailed above. Please list the documentation below and attach them to this form.

Data Protection

I hereby consent for any sensitive and/or confidential data, such as notes in your file, held by RIMS to be made available to the Academic Appeals Panel for use as evidence or supporting documentation as appropriate. I understand that as part of the investigation into my appeal, the Academic Appeals Panel may be required to share this information with other staff at RIMS solely on a need-to-know basis.

I declare that to the best of my knowledge all of the information I have supplied is true, accurate and complete.

I give my consent for information from this form and any attached documents, and personal data held elsewhere within RIMS, to be shared with relevant members RIMS's staff on a need-to-know basis for the purpose of investigating my appeal.

Signature Date