

THE UNIVERSITY'S ACADEMIC REGULATIONS: 2016-17

REGULATIONS FOR ACADEMIC APPEALS

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AA1 Academic Appeals

This section of the regulations applies to students who wish to challenge the decision of the Programme Board of Examiners or School Research and Innovation Committee under the prescribed grounds below.

AA1.1 Definition of an Academic Appeal

An appeal is a request from a matriculated student that the decision of a Programme Board of Examiners or School Research and Innovation Committee should be reviewed because it is alleged that there has been an injustice, an instance of maladministration or that information which could not reasonably have been submitted at the time of the decision is now available for consideration.

AA1.2 Grounds for an Academic Appeal

Students wishing to submit an academic appeal must ensure that it is supported by evidence and is lodged on at least one of the following three grounds:

- i) There is evidence to indicate that the Programme Board of Examiners or School Research and Innovation Committee did not act in accordance with the relevant regulations and procedures;
- ii) There is evidence to indicate that there was an apparent error in the recording, transcription or reporting of assessment results, the conduct of their programme or the assessment process
- iii) There is evidence to indicate that information submitted could not reasonably have been considered by the Programme Board of Examiners, Research Degrees Assessment Board or Faculty Research Degrees Management Group in accordance with published deadlines.

AA1.3 Invalid grounds for an Academic Appeal

Examples of grounds on which academic appeals will not be considered include:

- i) The student did not understand or was not aware of the published assessment regulations and procedures for a module, subject or programme;
- ii) The student disputes the academic or professional judgement of the examiners in relation to marks, grades, progression or award.
- iii) Complaints or grievances, including the provision of services and/or facilities for which the University has specific and established procedures.
- iv) Disruption to performance and/or progression brought about by restrictions to, or withdrawal of, services and/or facilities due to non-payment of any fees or other matter which leaves the student not in good financial standing with the University.
- v) Extenuating circumstances which have impacted or had a negative effect on their academic studies or progression. The [Extenuating Circumstances Regulations](#) should be used for such matters. These will be referred to a School Extenuating Circumstances Panel under the University's Extenuating Circumstances Regulations.

AA2 Submission of Appeals

Students should submit and sign all academic appeals using the appropriate AP1 form. The Academic Appeal Form AP1 is downloadable from - [myNapier](#). Students can seek advice regarding the completion of their appeal form from the University's Appeals, Complaints and Conduct Manager (ACCM), Edinburgh Napier Student Association's (ENSA) advice service advisors, their Personal Development Tutor, their Programme Leader, or the Pastoral Support Advisor (for those students studying in the School of Nursing, Midwifery and Social Care). Research students may also seek advice from their School Research Degrees Coordinator.

All academic appeals must be submitted to the ACCM by the Academic Appeals Deadline which is set five working days after the Programme Boards of Examiners publication of results on myNapier or, for research students, five working days after the date on which the final decision of the School Research and Innovation Committee was issued. The form must clearly set out the grounds for appeal. Forms should be accompanied by relevant evidence (e.g. a medical letter, letter from a legal professional, counsellor letter, letter from member of academic staff, letter from an Independent Students Advice Service advisor) though appellants may add information/documentary evidence to their application for a further five working days after the Academic Appeals Deadline. At this point, the student's record will be updated to confirm that an appeal has been lodged. All submissions will be considered in strictly confidence and in accordance with the Data Protection Act 1998.

Academic Appeals will not normally be accepted from a student who has graduated with an award of the University. Formal requests for an academic appeal to be considered from an Edinburgh Napier graduate under these regulations should be submitted to the ACCM who will liaise with the Directorate of Student & Academic Services to consider whether the appeal can be heard under the terms of these regulations.

The ACCM will issue a receipt within five working days of the appeals deadline which must be retained as evidence that the appeal was submitted. Receipts will be issued to research students within five working days of submission of the appeal.

Academic appeals submitted outside the relevant timescales will not normally be considered. In exceptional cases only, a late appeal may be considered at the next available meeting of the University Academic Appeals Panel provided the submission is accompanied by detailed and supported reasons for the late submission.

In exceptional circumstances, where it can be reasonably considered that delaying the consideration of an appeal to the next meeting of the Academic Appeals Panel will significantly and extraordinarily disadvantage a student, the Appeals, Complaints and Conduct Officer will consult with the Chair of the Academic Appeals Panel who may decide to convene an extraordinary meeting of the Panel to consider the appeal.

Only in exceptional circumstances will an Academic Appeal be considered before a Programme Board of Examiners has had the opportunity to consider a student's performance for all modules in their current stage of study.

AA3 Process

The Academic Appeal process has three stages:

- i) Stage One: Initial consideration.
- ii) Stage Two: Academic Appeals Panel consideration.
- iii) Stage Three: Formal review.

AA4 Stage One: Initial consideration

Following the published deadline or submission of an academic appeal, the ACCM shall consider each submission and make an initial determination on whether sufficient information has been provided to allow an academic judgement to be made and whether it meets the grounds for an academic appeal as set out in Regulation AA1.2.

The ACCM will ask students to submit additional information within five working days following the appeals deadline so that their appeal can be considered where it:

- i) is not submitted with evidence;
- ii) is not submitted on the correct form;
- iii) does not contain sufficient information for a decision to be made.

AA5 Stage Two: Consideration by the Academic Appeals Panel

All appeals will be referred to an Academic Appeals Panel for consideration. The Appeals Panel will normally convene once per trimester, and within fifteen working days of the published closing date for submission of academic appeals. The dates of the meetings of the Academic Appeal Panel will be available under the [Appeals Section](#) of myNapier.

AA5.1 Constitution of a University Academic Appeals Panel

The Academic Appeals Panel shall normally comprise:

- i) A University Dean who will chair the Academic Appeals Panel;
- ii) At least three senior members of academic staff from a pool of academics nominated by each Dean of School. Each of the academics present at the meeting should be from a different School.
- iii) The Appeals, Complaints and Conduct Manager (ACCM) who will act in an advisory capacity and as clerk to the Panel.
- iv) A nominee of the Dean of Research and Innovation will sit on any Academic Appeals Panel considering an appeal submitted by a research student.

At least three members of staff, not including the ACCM, must be in attendance to constitute a quorate Academic Appeals Panel.

AA5.2 Decisions of a University Academic Appeals Panel

The University Academic Appeals Panel, in its initial consideration, will have recourse to specific outcomes. These outcomes are set out in Regulations AA5.3 to AA5.9.

AA5.3 Dismissal of an Academic Appeal

An academic appeal will be dismissed without further consideration if

- i) the grounds for appeal are not met as set out in Regulation AA1.2
- ii) the academic appeal is judged to be vexatious or frivolous in nature
- iii) the accompanying evidence cannot be reconciled to the grounds of the appeal.

In these cases the outcome will be classed as **Appeal Dismissed**. The Appeals, Complaints and Conduct Officer will notify the appellant via an email to their Edinburgh Napier email address and give reasons for the decision which has been made. The School will be copied into this communication.

If the appellant is dissatisfied with the outcome of the academic appeals process, they have recourse to the Formal Review process if they meet the eligible grounds for a review. The Formal Review process is detailed in section AA6.

AA5.4 Request for further information and evidence

Where it is considered that an academic appeal has grounds, but it is considered that a sound decision cannot be made without further evidence, the Academic Appeals Panel shall request reasonable evidence to be provided within an agreed timescale. In which case, the appeal will be classified as **Appeal Deferred**.

The Academic Appeals Panel shall be entitled to request additional evidence or information from the appellant, the respective School and/or other relevant party.

In all cases, except those involving research students, it is the responsibility of the appellant and/or the Convenor of the Programme Board of Examiners to provide any requested documentation within the deadline notified to them by the ACCM . Once sufficient evidence has been provided, the appeal will proceed in accordance with Regulation AA5.7. If the appellant does not provide the requested documentation in the required timescale the appeal will be classified as **Appeal Dismissed**.

Where the appeal has been submitted by a research student, it is the responsibility of the appellant and/or the Convenor of the School Research and Innovation Committee to provide any requested documentation within the deadline notified to them by the ACCM . Once sufficient evidence has been provided, the appeal will proceed in accordance with Regulation AA5.7. If the appellant does not provide the requested documentation in the required timescale the appeal will be classified as **Appeal Dismissed**.

AA5.5 Referral to other University procedures

Where the subject matter of an academic appeal could be more appropriately considered through a different process, such as the Complaints Handling Procedure, the submission will be referred to the relevant procedure. In these

cases the outcome will be classed as **Appeal Referred** and the ACCM will notify the appellant and School that the appeal has been referred to another procedure for consideration.

AA5.6 Recommendation to a Programme Board of Examiners or School Research and Innovation Committee

After giving consideration to all the evidence presented, the Academic Appeals Panel will make a recommendation to the Convenor of the Programme Board of Examiners or School Research and Innovation Committee which made the decision currently under appeal.

The Clerk to the Programme Board of Examiners or School Research and Innovation Committee will be sent a copy of the appeal, the recommendation of the Appeals Panel, and the reason for the decision. This information will be considered by the appropriate Board Convenor or their nominee, who has the option:

- i) To agree this recommendation, in consultation with the Programme Board of Examiners or School Research and Innovation Committee where necessary, and to take appropriate action. They should agree and sign the pro-forma and return it to the ACCM who will communicate the decision to the appellant as an upheld appeal and the matter will be classed as resolved. See Regulation AA5.7 below.
- ii) To dispute the recommendation made by the Appeals Panel. In these cases, the Convenor of the Programme Board of Examiners/ School Research and Innovation Committee (or their nominee) should provide the ACCM with a concise report that includes a comment on the recommendation, evidence to support this and/or an alternative resolution to the matter. The procedure in such cases is prescribed in AA5.8 below.

AA5.7 Upheld Appeals

Where Regulation AA5.7 i) applies, the appeal will be classed as **Appeal Upheld**, and the ACCM will communicate the decision and any subsequent action to be taken to the appellant and the Convenor of the Programme Board of Examiners/School Research and Innovation Committee (or their nominee) and the appeal will be classed as resolved and closed.

AA5.8 Alternative Resolution

Where Regulation AA5.6 ii) applies, the Academic Appeals Panel will consider the evidence provided by the Convenor of the Programme Board of Examiners/ School Research and Innovation Committee (or their nominee). The Academic Appeals Panel will have the option:

- i) To agree with the Programme Board of Examiners or School Research and Innovation Committee where the report and evidence provided shows, incontrovertibly, that the grounds for appeal were unfounded. In such a case, the academic appeal will be classed as **Appeal Not Upheld**. The decision, the reasons for the decision and the options available to the student should they be dissatisfied with the decision will be communicated to the student and where relevant to the Convenor of the Programme Board of Examiners/ School Research and Innovation Committee (or their nominee) by the ACCM.

- ii) To agree with the alternative recommendation which has been provided as a means of resolution by the Programme Board of Examiners or School Research and Innovation Committee and which the Academic Appeals Panel considers reasonable. In such a case the academic appeal will be classed as **Appeal Upheld** and the procedure in Regulation AA5.7 will apply.
- iii) Where the Programme Board of Examiners or School Research and Innovation Committee and the Academic Appeals Panel cannot agree on the appropriate resolution, the decision of the Academic Appeals Panel is final. The ACCM will communicate the Appeals Panel decision to the student and the Convenor of the Programme Board of Examiners/School Research and Innovation Committee (or their nominee).

AA5.9 Appeal Outcomes

All outcomes and actions taken by the Appeals Panel will normally be communicated to the student by the ACCM within 25 working days of the appeal deadline and forwarded to the next relevant Programme Board of Examiners or School Research and Innovation Committee for homologation. The appeal decisions will be recorded against the student record.

AA6 Stage Three: Formal review

AA6.1 Process of a Formal review

A formal review process may be convened in **exceptional circumstances** where the appellant is dissatisfied with the outcome of the academic appeals process.

A request for a formal review must be made based on one of the following grounds:-

- i) The appellant can evidence procedural irregularity, in relation to the process of hearing their appeal under the terms of the Academic Appeal Regulations, which could have had a material impact on the final decision taken in respect of their appeal.
- ii) New evidence is now available which might have caused the Appeal Panel to reach a different conclusion, but could not have been made available at the time of the Committee hearing.

AA6.2 Notice and evidence for formal review

The appellant should inform the ACCM of a request for formal review in writing within five working days of the date on the communication of the final outcome of the Academic Appeals Panel. The appellant should detail the grounds on which the request is based, provide written evidence to support the request and indicate the resolution being sought.

If it is deemed by the ACCM that the appellant has demonstrated and evidenced exceptional circumstances, a formal review will be arranged by the ACCM and be undertaken by a member of the Senior Leadership Group or an individual nominated by this group.

On receipt of a request for a formal review the ACCM will forward all the related documentation to the designated reviewer for consideration.

AA6.3 Outcome of formal review

The designated reviewer will consider the evidence submitted and provide a written response outlining the outcome of the formal review of the individual case. The possible outcomes of the formal review are:

- i) **Appeal upheld on review**
- ii) **Appeal not upheld on review**

Where the decision is to uphold the appeal on review the designated reviewer will also outline the consequential action to be taken.

The decision of the designated reviewer will be communicated in writing to the appellant and the relevant Convenor of the Programme Board of Examiners/School Research and Innovation Committee (or their nominee), within twenty working days of receipt of the request for formal review.

The decision of the designated reviewer following the formal review process will conclude the internal procedures for academic appeal within the University and the appellant will be provided with a Completion of Procedures communication to advise of this.

AA7 Student status

These regulations should not affect the progression of students whilst an academic appeal is submitted, except where external requirements and/or legislation must be taken into consideration.

During the period when the academic appeal is being processed (i.e. from the date of submission until the decision) the appellant will be permitted to progress with their studies pending the outcome of the appeal, except where professional body requirements dictate otherwise. Nursing and Midwifery students are exempt from this because the Nursing and Midwifery Council stipulate that nurses and midwives must meet professional requirements within 12 weeks of starting their professional progression point. If academic appeals are not upheld, students will be eligible for funding from Student Awards Agency for Scotland for the duration of their original attendance dates.

International students subject to UK Visa and Immigration regulations will be permitted to progress with their studies pending the outcome of the appeal within their current visa. The University will seek to resolve any academic appeal from an international student before the end of the student's current visa expiry date. Students should seek advice from the Visa and International Support Team within Student & Academic Services.

Research students should normally continue with their studies and will not normally be given additional registration time as the result of submitting an appeal.

AA8 Consequences for student status in cases of Academic Appeals not upheld

In cases where the outcome of the academic appeal impacts on progression, the following will apply:

If the academic appeal is not upheld then all original dates relating to the period of study before the student was temporarily permitted to progress, will remain unchanged.

For immigration purposes, the last date of formal attendance reported to UK Visa and Immigration will be the date that was recorded before the academic appeal commenced.

In terms of student funding, the last date of formal attendance will be the date that was recorded before the academic appeal commenced.

If students have continued to accept bursary or other funding during the period when the academic appeal was under consideration and the appeal was subsequently not upheld, then the student is liable for repayment of any funds obtained during this period. Funding bodies such as the Student Awards Agency for Scotland will be advised of formal last dates of attendance in accordance with these regulations.

No academic credit will be awarded to students for any study undertaken during the period when the academic appeal was under consideration if the appeal was not subsequently upheld, as the student was proven to be ineligible to progress to this level of study.

AA9 Extent of decisions

Where it is believed that the outcome of an individual appeal may have had an adverse effect on a number of students in the same cohort the matter will be referred back to the Convenor of the Programme Board of Examiners/School Research and Innovation Committee (or their nominee) for immediate action to be taken in relation to the remaining students.

AA10 Reporting requirements

An annual report outlining the number and nature of the Academic Appeals considered at all stages of the procedure will be submitted by the Director of Student & Academic Services to the first meeting of Academic Board each calendar year.

AA11 Confidentiality

In **exceptional** circumstances a student may choose to report their circumstances to the Convenor of the Appeals panel or a nominated member of staff not connected with their programme of study, usually a student counsellor in Student & Academic Services or advisor from ENSA Advice.

On receipt of such a request, the staff member, advisor or counsellor should advise the student of the benefits of disclosing information related to their circumstances, to allow their particular circumstances to be disclosed to the full panel and encourage the student to complete the details requested on Form AP1. Students should be made aware that whilst strict confidentiality must be adhered to, the more detail disclosed to the Academic Appeals Panel, the greater the Panel's ability to take full account of the reasons for their application.

Should a student still not wish to complete key sections of Form AP1 which outlines the nature of their appeal then the advisor, counsellor or staff member should make the necessary arrangements for the student to report the nature of their appeal in person and confidentially to the Convenor of the Appeals Panel or their depute.

The Convenor of the Academic Appeals Panel must be satisfied that, in their judgement, the circumstances submitted have been properly evidenced to justify their recommendation to the Academic Appeals Panel. The Convenor is responsible for making their recommendation to the Panel for approval and homologation.

AA12 External review

AA12.1 Once all internal procedures have been exhausted and if the student who made the appeal remains dissatisfied with the outcome, s/he has the right to make a complaint to the Scottish Public Services Ombudsman. The Scottish Public Services Ombudsman is independent and will advise the student whether or not the complaint is one that can be investigated.

AA12.2 The Scottish Public Services Ombudsman will deal normally only with complaints made within twelve months of the date on which the complainant found out about the matter, unless exceptional circumstances apply.

AA12.3 The Scottish Public Services Ombudsman will consider complaints about:

- i) administrative failure
- ii) failure to provide a service
- iii) failure in a service provided.

AA12.4 The Scottish Public Services Ombudsman will not consider complaints that concern personnel matters or the exercise of academic judgement.

AA12.5 The Scottish Public Services Ombudsman may be contacted as follows:

- i) via its website at www.spsso.org.uk
- ii) by telephone on 0800 377 7330
- iii) by writing to: Freepost SPSO.
- iv) in person: 4 Melville Street, Edinburgh, EH3 7NS

Where an appellant remains dissatisfied with the decision of the formal review process, (s)he has the right to request an external review of the University's procedures and management of the appellant's academic appeal by the Scottish Public Services Ombudsman. Details of how to do so will be provided in the completion of procedures communication referred to in Regulation AA6.3.

STRICTLY CONFIDENTIAL

All sections of this Academic Appeal Form must be completed.

Before continuing, please ensure you have read the Regulations for Academic Appeal which are available from the [Appeals Section](#) of the Student & Academic Services Portal (myNapier).

RECEIPT STAMP:

The information you supply on this form and in support of your academic appeal will be held securely by Edinburgh Napier University in accordance with the Data Protection Act 1998. Your information will be entered into a filing system which is accessed only by authorised University staff and will be used strictly for the purposes of processing your submission and preparing statistical and audit data on an anonymised basis. Your form and other documentation will be securely disposed of thereafter in accordance with the University's records retention schedules. By supplying such information you consent to the University using your data, including any sensitive personal data for these purposes.

PART ONE:	Your Details
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Full Name:		Matriculation No:	
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School:		Programme of Study:	
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Student visa expiry date (if applicable):		Telephone Number(s):	
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Contact Address:

PART TWO:	Important information
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Before an academic appeal can be considered at least one of the following three grounds of appeal must be met:

- | | |
|--------------|--|
| (i) | There is evidence to suggest that the Programme Board of Examiners or School Research and Innovation Committee did not act in accordance with the relevant regulations and procedures. |
| (ii) | There was an apparent error in the recording, transcription or reporting of assessment results, the conduct of the programme or the assessment process. |
| (iii) | There is evidence to indicate that information submitted could not reasonably have been considered by the Programme Board of Examiners in accordance with published deadlines. |

Appeals not based on one of the above grounds will not be considered.

Please enter your reason for appeal from (i) – (iii) above:	
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PART THREE A. (Research Students go to PART THREE B.)	(i) Modules under Appeal
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Please give the module numbers, titles, and trimester for which your appeal applies.

Module Code:	
Title of Module:	
Trimester:	

Module Code:	
Title of Module:	
Trimester:	

Module Code:	
Title of Module:	
Trimester:	

Module Code:	
Title of Module:	
Trimester:	

Module Code:	
Title of Module:	
Trimester:	

Module Code:	
Title of Module:	
Trimester:	

If you wish to appeal your final exit award, please tick here:
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<input type="checkbox"/>

PART THREE B. (Research Students Only)	(ii) Research Assessment under Appeal
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Please confirm the type of assessment to which your appeal applies by ticking one of the boxes below, and giving the date of the relevant review

	Tick one	Date of review
Progress review (RD6)	<input type="checkbox"/>	
Determination of thesis title (RD4)	<input type="checkbox"/>	
Determination of target degree (RD5)	<input type="checkbox"/>	
Viva voce examination	<input type="checkbox"/>	

PART FOUR:	Appealing based on Ground (i)
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If you are appealing under Ground (i), please complete this section of form. If you are appealing under Ground (ii) please proceed to Part Five. If you are appealing Ground (iii) please proceed to Part Six.

GROUND (i):	Appeal under Ground (i)
<p>(i) is an appeal on the basis that the Programme Board of Examiners or School Research and Innovation Committee did not act in accordance with the relevant regulations and procedures. Please provide details of this:</p>	

Please indicate any evidence you have for this claim or persons who have agreed to support your claim:

REMEDY UNDER GROUNDS (i)
If your appeal is upheld under Ground (i), please indicate the reasonable remedy you wish to be considered. (Please note that it is not within the remit of the Appeals process to increase assessment or examination grades).

Please indicate any evidence you have for this claim or persons who have agreed to support your claim:

PART FIVE:	Appealing based on Ground (ii)
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If you are appealing under Ground (ii), please complete this section of form. If you appealing under Ground (i) please refer back to Part Four and if you are appealing under Ground (iii) please proceed to Part Six.

GROUND (ii):	Appeal under Ground (ii)
(ii) is an appeal on the basis that there was an administrative error in the recording, transcription or reporting of the assessment results, the conduct of the programme or the assessment process. Please provide details of this:	

Please indicate any evidence you have for this claim or persons who have agreed to support your claim:

REMEDY UNDER GROUNDS (ii)

If your appeal is upheld under Ground (ii), please indicate the reasonable remedy you wish to be considered. (Please note that it is not within the remit of the Appeals process to increase assessment or examination grades).

Please indicate any evidence you have for this claim or persons who have agreed to support your claim:

PART SIX:	Appealing based on Ground (iii)
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GROUND (iii):	Appeal under Ground (iii)
(iii) is an appeal on the basis that there is evidence to indicate that information submitted could not reasonably have been considered by the Programme Board of Examiners in accordance with published deadlines. Please detail the nature of these extenuating circumstances:	

Please outline the impact you believe the extenuating circumstances have had on you and your academic studies:

Have you previously submitted Form EC1 in respect of these or related circumstances?
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Yes	<input type="checkbox"/>
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No	<input type="checkbox"/>
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(Please cross the one which applies)

If you answered **YES** above, please give details of date(s) of submission, so that the previous form(s) can be identified:

Ground (iii): Third party evidence to support your application

Please cross the box and attach the third party written evidence you have enclosed:

Letter from GP/Medical Certificate	<input type="checkbox"/>
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Letter from ISAS	<input type="checkbox"/>
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Letter from other medical practitioner	<input type="checkbox"/>
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Legal or Court documentation	<input type="checkbox"/>
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Letter from counsellor	<input type="checkbox"/>
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Visa document	<input type="checkbox"/>
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Other evidence (please specify):

Please indicate the nature of the evidence you have supplied with this form to illustrate that extenuating circumstances could not reasonably have been considered by the Programme Board of Examiners in accordance with published deadlines.

FOR ALL APPEALS:

PARTSEVEN:	Signature
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Please sign and date this form before submission. For submissions via e-mail, a valid email address recognisably registered in your name will be classed as a digital signature.

SIGNED:	
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DATE:	
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Please complete this form in conjunction with the Regulations for Academic Appeals which can be found at [this link](#).

ACADEMIC APPEALS PROCEDURE

STAGE 1: Obtain and complete Form AP1

Form AP1 can be found online at [Academic Appeal Form AP1](#)

Deadline for receipt of Form AP1 by the Appeals, Complaints and Conduct Manager (ACCM) is within five working days of the publication of the Programme Board of Examiners/School Research and Innovation Committee's decision.

STAGE 2: Initial consideration

All submitted forms that meet the published deadline are considered by the ACCM.

The ACCM asks appellants to submit any required additional information within five working days of the Form AP1 deadline

STAGE 3: Consideration by Academic Appeals Panel

The Academic Appeals Panel considers all appeals and additional information submitted by the published deadline.

Appeals Panel takes place within fifteen working days of the Form AP1 deadline

STAGE 4: Recommendations communicated to Convenors of Programme Boards

Recommendations of the Appeals Panel are sent to the Convenors of the Programme Board of Examiners/Research and Innovation Committees.

Final decisions are communicated to appellants within twenty-five working days following the Form AP1 deadline. If an appellant is dissatisfied with the outcome of the Academic Appeals process they may request a formal review within five working days of the receipt of this decision.

STAGE 5: Formal review

If requested a formal review is undertaken by a member of the Senior Leadership Group or their nominee.

The decision is communicated to the appellant within twenty working days of the receipt of any request for a formal review. If the appellant remains dissatisfied (s)he can request a review by the Scottish Public Services Ombudsman.