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Any student, whether full time, part time, postgraduate or under-graduate has the right to make a complaint about their programme of study or the academic facilities which the University provides by using the Academic Complaints Procedure. Academic facilities include the Library, computer facilities or lecture theatres for example.

The Procedure excludes complaints about non-academic services such as catering, accommodation or learning support. It also excludes academic appeals (which you should use if concerned about your results or the circumstances relating to them) or alleged sexual / racial harassment as these are dealt with under separate procedures.

In the Academic Complaints Academic C] M M
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Complaints form available from the Union Advice Centre or online at ueastudent.com/advice/forms. This is a short form

properly considered

Ç There was procedural irregularity in the conduct of the Stage 1 complaint

Ç There was prejudice and/or bias or the appearance of prejudice and/or bias in the conduct of the Stage 1 complaint.

The Academic Registrar will check whether you have met any of the grounds and either accept or reject your complaint.

If your Stage 2 Academic Complaint is rejected this decision will be reviewed by the Director of Taught Programmes or the Director of Postgraduate Research Programmes. If they agree



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