Office of Student Complaints, Appeals and Regulation (OSCAR)

Form for use in the submission of an appeal against a Support to Study Panel Decision

This form should be used by students who wish to appeal against a decision of the Support to Study Panel. Please refer to the *Regulations for Support to Study* for further information on the process.

You may wish to obtain advice on your case before submitting an appeal. The Surrey Students' Union offers an independent, impartial, confidential support service to all students. The office supports students who wish to make an appeal or launch a complaint, and is also there to help students with welfare or education problems. The Union's Support Office is run by your elected sabbatical officers, supported by full-time Union staff. The office is open 10:00 to 16:00, Monday to Friday. To make contact with Union Support, email ussu.advice@surrey.ac.uk. Details can also be found on: https://surreyunion.org/

You should inform OSCAR immediately if you require reasonable adjustments to be made to this appeals process.

Please complete all sections of this form. Sign and date the form before returning it.

Your details

Title:
(e.g. Mr/Ms/Mrs/Miss/Dr)

First name: URN: | | | | | | | |

Surname:
(i.e. Family name)

Current Level:
(e.g. Level 4/5/6, Masters, Doctorate)

Contact address (in-semester):

Post Code:

Tel: Home -
Mobile -

Alternative contact address (out of semester)

Post Code:

Tel: Home -
Mobile -

NB. Please inform OSCAR if your contact details change.

University email address:

Please note, all communication relating to your appeal will be via your University email account

Faculty:
(e.g. Faculty of Engineering and Physical Sciences)

Programme of study:
(e.g. MSc programme in Computing Systems Management)

Your appeal

Please describe below what decision you are appealing:

Grounds for your appeal

Please refer to the Regulations for Support to Study. These specify the grounds on which the University will consider an appeal against a decision of the Support to Study Panel. The grounds are as set out below. Please highlight the appropriate ground(s) below:

- that the Panel failed to follow the University's regulations and/or procedures or failed to follow them with due care
- that the Panel has shown bias or prejudice towards the student in reaching its findings and outcomes
- that relevant new evidence has become available that should be considered and there are valid reasons why it was not available to the Panel at the time
- that the decision of the Panel was unreasonable and/or the outcome was not proportionate in all of the circumstances

Case for your appeal

Please set out in a separate statement the main point(s) of your appeal with direct reference to the grounds on which your appeal is based. You should provide any supporting evidence you wish to be considered on the assessment of your case (e.g. medical certificate). Please note that this statement will be used to evaluate your appeal and, therefore, you should provide all the information that you wish to be taken into consideration.

The Students' Union is available to offer advice on appeals and may be able to assist you in the preparation of your statement. Contact details for the Students' Union are provided on the front page of the form.

This form is also available for download from the University internet pages at:
https://www.surrey.ac.uk/office-student-complaints-appeals-and-regulation/support-study

Please note that the University reserves the right to contact the authors of any evidence in order to verify authenticity. If the evidence can be shown to have been dishonestly acquired or is in itself dishonest the appeal will be dismissed and the matter will be submitted to the disciplinary process (if appropriate). Please contact oscar@surrey.ac.uk if you have any concerns in relation to these checks.

Outcome of your appeal

Please indicate below what action you wish to see taken to address your appeal.

- By submitting this appeal, I can confirm that I have read and understood the privacy notice for student facing regulations.
- I understand that OSCAR will process personal details about me, which will include sensitive information, in order to deal with my appeal effectively.
- If I have submitted information about third parties, I confirm that the third party is aware and has agreed that I can use their information for the purpose of my appeal.
- I understand that the information provided in my appeal may be used as part of other University processes such as those outlined in the *Regulations for Fitness to Practise.*
- I understand that as part of the appeal process, OSCAR may need to gather personal and sometimes sensitive information about me from different University departments, such as:
  - Student and Academic Administration
  - Library and Learning Centre (including Disability and Neuroinclusion Service)
  - Accommodation Services and Student Communities team
  - Academic staff (including Personal Tutors, Supervisors, Programme Leaders, etc.)
  - Campus Safety Team
  - Faculties and/or the Doctoral College
  - Surrey Students' Union
  - IT Services
  - Vice-Chancellor's Office
- I understand that the data provided in my appeal as well as the information collated by OSCAR in relation to my appeal will be securely stored for 18 months after the date that I am no longer a registered student at the University or 18 months after the appeal is closed (whichever is the latter).
- I understand that it is my responsibility to contact OSCAR if I have any concerns in relation to how my data will be handled.
- I understand that I can withdraw my consent for OSCAR to process my personal data at any time. However, I also understand that this is likely to mean that OSCAR cannot process my appeal.

Signature: _____ Date: _____

This completed form should be submitted with your supporting statement and any documentary evidence to: oscar@surrey.ac.uk

You are advised to keep a copy of all correspondence for your records