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[REDACTED]  
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16 October 2014

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_14-193)**

We have now considered your request of 24 September 2014 for information relating to Academic Appeals and Academic Complaints training.

Our response to your request is on page 2 of this letter and in the accompanying PDF 'FOI\_14-193 Appendix A'. We hope this will meet your requirements.

However, it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold recorded information in relation to your first and third questions.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

You have the right of appeal against this decision. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address.

You must appeal our decision within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

[https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson  
Information Policy and Compliance Manager  
University of East Anglia

## **Response to Freedom of Information Act 2000 request (FOI\_14-193)**

*I refer to, LTC09D056, TPPG - Amendments to Academic Appeals Procedure Learning and Teaching Committee - 9 December 2009*

*"The Director of Taught Programmes recommends to Executive Team, via the Learning and Teaching Committee of Senate, that all Heads of School receive mandatory Academic Appeals and Academic Complaints training..."*

*Please state when the recommendation that all Heads of School receive mandatory Academic Appeals and Academic Complaints training was implemented by the University.*

### **[Information not held - s.1(1)(a), Freedom of Information Act]**

We hold no recorded information which states when this recommendation was formally implemented. However the recommendation was considered to be in effect by virtue of the decision taken at the Learning and Teaching Committee (LTC) mentioned in your request.

*Please state if the recommendation that all Heads of School receive mandatory Academic Appeals and Academic Complaints training is still in operation.*

This recommendation is no longer active due to changes in the University's Regulations on Academic Appeals and Complaints.

*Please state what date if any the recommendation that all Heads of School receive mandatory Academic Appeals and Academic Complaints training ceased operation.*

### **[Information not held - s.1(1)(a), Freedom of Information Act]**

There was no formal declaration that the recommendation had ended. The University's Regulations on Academic Appeals and Complaints changed with effect from the start of the academic year 2012-13, the indirect outcome of which was the absence of any ongoing need for this specific training for Heads of Schools.

For the period in which appeals were considered by Heads of Schools, this consideration was supported by a School Manager or Assistant Registrar who would provide advice and training to the Head of School on an in-house basis with regard to the consideration of appeals. Training was also provided by the University's Centre for Staff and Educational Development (CSED).

*Please provide copies of all documents used in the decision making process.*

*(For clarification this includes agenda, minutes, policy documents, regulations, LTC bulletins and notes of all meetings held by staff of the University.)*

Decisions relating to the University's academic appeals process are made at LTC. With regard to the implementation of the recommendation, the paper mentioned in your request records the LTC decision at that time. As training was subsequently provided by CSED, it may be helpful to note that the annual report to LTC from CSED is also available on the University's Committee Office website.<sup>1</sup>

The amendments to the University's Regulations on Academic Appeals and Complaints (which removed the need for Head of School training on the Appeals process) were discussed at LTC in June 2012. The papers presented to LTC for

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<sup>1</sup> <http://www.uea.ac.uk/committeeoffice/ueacombds/ltc>

discussion are in the accompanying PDF 'FOI\_14-193\_Appendix A', and the agreed amended Academic Appeals & Complaints Procedure can be found within the 2012/13 Calendar Regulations.<sup>2</sup>

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<sup>2</sup> <http://www.uea.ac.uk/calendar/previous-calendar-regs/2012-2013+Calendar+Regulations/2012+2013+Academic+Appeals+and+Complaints+Procedure>