

LTC13D087 – Appendix 3

Title: *Chapter B9 – Academic Appeals and Student Complaints*
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Issue

The Quality Code Mapping Document regarding Chapter B9 (Academic Appeals and Student Complaints) was due to be considered by LTC at its June 2014 meeting.

The Quality Code Implementation Group for B9 has completed its work on the mapping process that ensures the University is compliant with the QAA's Quality Code. However, the Office of the Independent Adjudicator is currently consulting on a Guide to Best Practice in relation to appeals and complaints.

The B9 Implementation Group has determined that we will best ensure appropriate and effective governance of appeals and complaints by combining the recommendations from OIA consultation with the requirements arising from Chapter B9 in a single mapping document.

The OIA Guide to Best Practice is likely to be published in early September and it is anticipated that our combined mapping document will be considered by LTC early in the 2014-15 academic year.

It is possible that the OIA guidance may also require some minor amendments to existing regulations and/ or processes. Where this is the case the proposed amendments will be included with the presentation of the B9 mapping document.

Recommendation

Item is for report only

Further Information

Contact Mr Jon Sharp Head LTS (Quality) [jon.sharp@uea.ac.uk] with any enquiries about the content of the paper