**Partner Institution Academic Appeals and Complaints Regulations Flowchart**

**Timeframe**

**Student**

**Partner Institution/UEA**

Student raises concern

Informal discussion with student

**No later than 30 days of completion of studies**

Stage One

**Within 10 working days**

**of conclusion of informal process**

**Within 10 working days of receipt of Appeal/**

**Complaint Form Timeframe**

**No**

**Student**

Submit Academic Appeal/Complaint form

Issues resolved?

|  |  |  |
| --- | --- | --- |
|  | Appeal/Complaint Reviewer investigates student concerns |  |

**Yes**

Communicate conclusion of informal process and any suggested remedy

Decision, including any proposed remedy communicated to student

**Partner Institution/UEA**

**Within 15 working days of outcome of Stage One**

Stage Two

**Within 20 working days of receipt of**

**Appeal/Complaint Form**

Procedural irregularity at Stage One identified?

**No**

Appeal/Complaint rejected

Submit Academic Appeal/Complaint form

Appeal/Complaint upheld

Outcome communicated to student (completion of procedures)

UEA refers back to Partner Institution for consideration

**Yes**