Managing engagement with the Office for the Independent Adjudicator for
Lancaster University and its Regional Teaching Partners

Each College will maintain records of activities under each of these categories
and will report these to the Partnership Management Group on an annual basis
for consideration and potential identification of issues requiring action.
Process:
1.Procedures are initiated by student (appeal or complaint)
2.Where it is not immediately clear which process should be used, the
College considers under which set of procedures the submission will be
managed and agreed this with the student. If necessary procedural points
can be discussed with the University.
3.College procedures, approved by University as required, are followed
with transparency and robust communication.
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student containing: (a) the outcome; (b) the rationale (to be as detailed as
required to allow students to understand the decision taken); (c) any
related paperwork (notes of meetings, etc.); (d) an indication of next step
to either Lancaster University or the Office for the Independent
Adjudicator (determined in accordance with these protocols).
5.If next step is to Lancaster University Ȃ the University will undertake a
prima facie review of materials submitted by students. If a mediated
solution is possible it will be suggested. If not the University will either:
(a)submit a CoP letter to the student; or (b) instigate a review of the
materials using the Stage 3 review appeals or complaints procedures as
set out in MARP.
6.If next step is direct to OIA Ȃ the College will provide the CoP letter to the
student and manage any future engagement with OIA through its named
point of contact using OIA guidelines and frameworks.

The protocol operates under the following definitions (please note that student
here can mean both singular and plural):
Appeals: Action taken by a student who believes that there has
been an error in an academic result (including
assessment, awarding and classification). Possible
errors include, but are not limited to: lack of full
recognition of mitigating circumstance, procedural
error and a breach of natural justice. Academic
judgement cannot be appealed.
Complaint: Action taken by a student who believes that a non-academic service has not been appropriately
delivered by either the delivery or awarding
provider. This includes all services not explicitly
considered through an appeals procedure.
Protocol
Process Arrangement Final CoP
produced by
Rationale
Appeals