

This Document include all the main information and the procedures needed for students complaints, withdrawal and other academic concerns.

## 1. Student complaints

Matters relating to complaints and grievances are dealt with, in the first instance, under MEU's student complaints procedure via the Dean of International Programmes at MEU.

Students are able to raise a formal complaint directly with the University, using the University's Student Complaints Procedure if they are not satisfied with the way that their complaint has been handled by MEU or if the complaint is about the University.

The complaint is raised at Stage 2 of the Student Complaints Policy and Procedure handbook (<http://www.beds.ac.uk/student-experience2/academic-information/complaints>). Students wishing to complain to the University submit a Formal Complaint Form directly to the Student Adjudication team at [adjudication@beds.ac.uk](mailto:adjudication@beds.ac.uk).

This procedure is not used to appeal against the decision of a Board of Examiners (see section x.x Academic Appeals).

Information for students regarding the complaints policy and procedure is contained within their course handbook with which they are provided at the start of the course.

## 2. Withdrawals

Students wishing to formally withdraw from their course are advised by the Dean of International Programmes at MEU concerning their options. If, upon having that conversation, the student still wishes to withdraw, the Dean of International Programmes at MEU advises them to complete and sign the University's withdrawal form. The Dean of International Programmes at MEU countersigns the withdrawal form, which they then forward to [CPAregistration@beds.ac.uk](mailto:CPAregistration@beds.ac.uk) to be processed by the Collaborative Partnerships Administrator. The Dean of International Programmes at MEU is notified by the Collaborative Partnerships Administrator via email when the withdrawal form has been processed. The Dean of International Programmes at MEU then provides confirmation to the student.

### 3. Academic concerns

The University's academic discipline policy is available at <https://www.beds.ac.uk/student-experience2/academic-information/academic-discipline-policy> and applies to all students studying on University provision at MEU.

Where an academic concern is raised due to a potential offence being identified by the academic staff member marking the assignment, the academic notifies the Dean of International Programmes at MEU, who arranges with local tutors to meet with the student to discuss the concern in the first instance.

#### 3.1. Academic offences

When a potential offence is identified on the basis of the process outlined in 5.6 above, the academic who identifies the concern completes the Academic Concern/Offence Form (AOF) and submits with supporting evidence to the relevant Head of School/Department via the Link Coordinator. Upon review and approval of the AOF and supporting evidence, the Head of Department forwards the form to the Academic Conduct Panel (ACP) Administrator for consideration by the ACP. Where necessary, the ACP makes arrangements to hold local interviews, via the Dean of International Programmes at MEU, with students at MEU to inform the decision-making process of the ACP at the University. The decision of the Panel is communicated directly to the student by the ACP Administrator via the student's UoB email address. The ACP Administrator also notifies the Collaborative Partnerships Administrator (CPA) in CAP, via email. The CPA records the decision of the Panel on the student's record on SITS.

#### 3.2. Academic appeals

Students studying University provision at MEU are made aware of the Academic Appeals Policy by the Dean of International Programmes at MEU. They are made aware of the Policy as part of their induction programme, which is carried out collaboratively between MEU and the University's Link Coordinator. MEU students and local tutors are made aware at induction that the Academic Appeals Policy is available online: <https://www.beds.ac.uk/student-experience/academic-information/academic-appeals-policy>

An academic appeal is a request for review of an Examination Board or Academic Progress Panel (APP) decision related to assessment, progression and/or an award. Where a complaint from a student at MEU is specified as having an impact on assessment, progression and/or award, it is treated as an academic appeal. There are two valid bases for submitting an academic appeal:

- a) Exceptional extenuating circumstances; or
- b) Operational problems impacting on academic outcome.

Appeals must be received by the Student Adjudication Team within 15 working days from the date on which the student receives formal notification of a decision of an Examination Board. Academic appeals are only valid in respect of Examination Board decisions already made. Therefore, the appeals procedure must be followed after an Examination Board has taken a decision. It is only through the appeals process that issues relating to an Examination Board decision can be resolved.

Any student who wishes to appeal against the decision of the Examination Board submits the following form to the University's Adjudication Team via [adjudication@beds.ac.uk](mailto:adjudication@beds.ac.uk):

#### [Stage 1 - Academic Appeal Form](#)

The outcome of the appeal is communicated directly to the student by the Adjudication Team via the UoB Student email. If a student at MEU is not satisfied with the outcome at stage one of the Academic Appeals Procedure, the student may request that an Appeal Review Panel reviews the case, through the stage two procedure. This can only be legitimately requested on the basis of new and significant information or evidence being presented, and is requested by means of submission of the following form to the Adjudication Team:

#### [Stage 2 – Academic Appeal Form](#)

The stage 2 decision is also communicated to the student directly by the Adjudication Team via the student's UoB email address. No further appeals can be made against this decision.

Appeals from MEU students are not considered if they do not meet the criteria specified in the academic appeals policy, and students are notified accordingly by the Adjudication Team.

### **3.3. Mitigating circumstances**

The Mitigation team at the University make decisions on all applications for mitigating circumstances submitted by students at MEU. Mitigating circumstances are considered to be any serious or exceptional factors that may prevent students from carrying out or submitting their academic work. Any claim for mitigating circumstances that is submitted after the assessment deadline falls outside the policy and is therefore not considered. All mitigation claims require appropriate documentary evidence to support the claim.

The Dean of International Programmes at MEU advises the students of the process for applying for mitigating circumstances during their induction. The students are advised that instructions for submitting a claim, along with information concerning what constitutes acceptable evidence and the requisite claim forms, are available online at <https://www.beds.ac.uk/student-experience/studying-at-bedfordshire/student-support/cant-hand-in-a-piece-of-work-or-sit-an-exam/ug-and-pgt> .

Students who wish to make a claim for mitigating circumstances complete the UoB claim form and submit this to the Dean of International Programmes at MEU, who submits the form to [CPAmitigation@beds.ac.uk](mailto:CPAmitigation@beds.ac.uk).

The CPA team check the form and forward completed forms to the Student Engagement and Mitigation Team (SEAM), who follow the normal University process for assessing the claim.

The outcome is communicated by email to the CPA who informs the MEU Dean of International Programmes at MEU, who then informs the student of the outcome.

It is also the responsibility of the Dean of International Programmes at MEU to ensure that students are advised sufficiently far in advance of each assessment deadline of when the deadline will be, to enable timely submission of mitigating circumstances applications, if required.

For the University of Bedfordshire Students at Middle East University,  
Amman, 11831 Jordan.

Deanship of International Programmes

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