

**Student Attendance Policy: Appeals**

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| **Responsibility for Policy:**  **Relevant to:**  **Approved by:**  **Responsibility for Document Review:**    **Date introduced:**  **Date(s) modified:**  **Next Review Date:** |

Registrar and Chief Operating Officer

All LJMU staff and students except those students studying at an academic partner.

Academic Board, October 2020

Stuart Borthwick, Student Governance

September 2020

Aug 2021, Sep 2022, Oct 2023, Sep 2024

September 2025

**RELEVANT DOCUMENTS**

List here any documents that relate to the creation of this policy

* Student Attendance Policy
* Conditions of Offer and Enrolment

**RELATED POLICIES & DOCUMENTS**

N/A

**Grounds for Appeal**

A student may appeal against their withdrawal under the Attendance Policy if they can demonstrate:

1. that there has been a material administrative error or;
2. some other material irregularity has occurred;
3. that the decision to withdraw the student from their programme was unreasonable.

Disagreement with the decision to withdraw a student is not in itself grounds for appeal.

There are strict deadlines for the submission of an appeal. Students must lodge the appeal with the Student Governance office **within 10 working days of notification of their withdrawal from the programme.**

The university reserves the right to reject appeals if they are submitted outside of the specified deadline or do not provide the required information.

The Attendance Policy Withdrawal Appeal form is available via Student Governance Forms at <https://myservices.ljmu.ac.uk/>

If you cannot access the online form please contact StudentGovernance@ljmu.ac.uk

Your appeal **must be** accompanied by the decision letter from Registry Services that confirms your withdrawal and any relevant evidence [e.g. evidence that supports your claim that there has been an error in the process] and all such evidence must be numbered and listed on the form.

Only enclose relevant information. Do not include any duplicates or long email trails that are not relevant.

Information provided by you will be shared with those involved in responding to your appeal. Student Governance may also be in receipt of other personal information about you that is relevant to the appeal. Students should read the [Student Governance Privacy Notice](https://www.ljmu.ac.uk/legal/privacy-and-cookies/external-stakeholders-privacy-policy/student-governance-privacy-notice) prior to submitting an Attendance Policy Withdrawal Appeal.

The Assistant Registrar (Student Governance) or nominee, will review all relevant documentation and investigate whether the university has followed due process. The reviewer will determine whether the Attendance Policy Withdrawal Appeal should be upheld or not upheld and provide the reasons for this decision and specify if any appropriate action or remedy is required.

Students may attend classes during the appeals process and will be formally notified of appeal decisions in writing within 15 working days and issued with a Completion of Procedures letter. Appeal decisions are final.

**Office of the Independent Adjudicator**

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. Liverpool John Moores University is a member of this scheme. If a student is unhappy with the outcome of an attendance withdrawal appeal they may be able to ask the OIA to review their appeal. Students can find more information about making a complaint to the OIA, what it can and can’t look at and what it can do to put things right if something has gone wrong at: [https://www.oiahe.org.uk/students.](https://www.oiahe.org.uk/students/)

A student normally needs to have completed the Attendance Appeal procedure before they can complain to the OIA. Liverpool John Moores University will send a student a letter called a “Completion of Procedures Letter” when they have reached the end of university processes and there are no further steps the student can take internally. If the student’s appeal is not upheld, Liverpool John Moores University will issue the student with a Completion of Procedures Letter automatically. If the appeal is upheld or partly upheld the student can ask for a Completion of Procedures Letter if they want one. Students can find more information about Completion of Procedures Letters and when they should expect to receive one at [https://www.oiahe.org.uk/providers/completion-of-procedures-letters.](https://www.oiahe.org.uk/providers/completion-of-procedures-letters/)

**John Moores Students’ Union**

Students can obtain professional and independent advice from a qualified adviser at Liverpool John Moores Students’ Union Advice Centre, telephone number 0151 231 4900 or email JMSUadvice@ljmu.ac.uk

Further information is available on the Liverpool John Moores Students’ Union webpages at <https://www.jmsu.co.uk/advice>

**General Data Protection Regulations 2018**

Liverpool John Moores University is registered as a Data Controller with the Office of the Information Commissioner as required under the General Data Protection Regulations 2018. The University only processes data in accordance with the Regulations and for the purposes notified to the Information Commissioner.