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Academic Appeals Procedure

STU-005 | Student Lifecycle

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INSTITUTIONAL REGULATIONS & POLICIES | IEU

Academic Appeals Procedure

DOCUMENT CONTROL / STU-005

Document ID	STU-005
Document family	Student Lifecycle
Document custodian	Academic Appeals Coordinator
Version	1.0
Edition date	18 October 2026
Review cycle	Annually and following material change

1 Purpose and applicability

Applies to eligible academic decisions, subject to an awarding university's controlling procedures. The provisions govern the activities within the defined IEU service scope; applicable programme-specific contracts and verified rules of a separate awarding institution govern award requirements wherever relevant.

2 Policy requirements

- 01 An appeal concerns a procedural irregularity, material administrative error, or relevant new evidence, not mere disagreement with academic judgment.
- 02 Appeals normally are submitted within 15 working days of the communicated decision.
- 03 Staff screen eligibility and ensure the reviewer was not responsible for the original decision.
- 04 Relevant records and student representations are reviewed consistently and confidentially.
- 05 Possible outcomes include confirmation, correction, reassessment referral or referral to the awarding institution.
- 06 Students receive a reasoned written outcome and information on further applicable options.

3 Operational procedure

Trigger: An eligible student contests an academic procedure or decision

- 01 Check submission within the 15-working-day period and screen for an eligible appeal ground.
- 02 Confirm whether the awarding institution controls the final academic decision.
- 03 Assign a reviewer who did not make the original decision and consider admissible evidence.
- 04 Issue a reasoned written outcome and route any required reassessment or external referral.

4 Responsibilities and evidence

Accountable process owner. Academic Appeals Coordinator maintains implementation, staff guidance, case processing and reporting. Academic decisions requiring external award authority must be referred according to the verified programme arrangement.

Minimum evidence. Appeal submission; eligibility screen; academic records; reviewer declaration; outcome.

Record protection. Keep case files, decisions and correspondence in access-controlled systems; apply an approved retention schedule and document transfers to relevant partners. Do not publish personal or confidential records.

5 Exceptions, concerns and review

Exceptions. Material deviations require a written rationale, authorization by a role with the appropriate delegation, and a record of any impact on students or staff. No local exception may override mandatory law or a controlling awarding-body requirement.

Challenge and escalation. Explain the applicable complaints, academic appeals or rights-request route to affected persons. Refer safety concerns, integrity incidents, data incidents, conflicts of interest or disputed award claims to the designated specialist authority.

Monitoring. Check trends in successful appeals, communication quality and independence.

6 Linked institutional controls

Related controls, where relevant: Academic Regulations (ACD-001); Academic Integrity (ACD-003); Student Complaints (STU-004); Academic Appeals (STU-005); Quality Assurance (QUA-001); Privacy and Student Records (DIG-001); Academic Partnerships and Award Information (PAR-001).

7 Document information and periodic review

Document series	IEU Regulations & Policies
Institution	International European University (IEU)
Applicability	See section 1 and programme-specific terms
Student enquiries	Use the IEU contact and support routes
Document maintenance	Controlled by the responsible function