

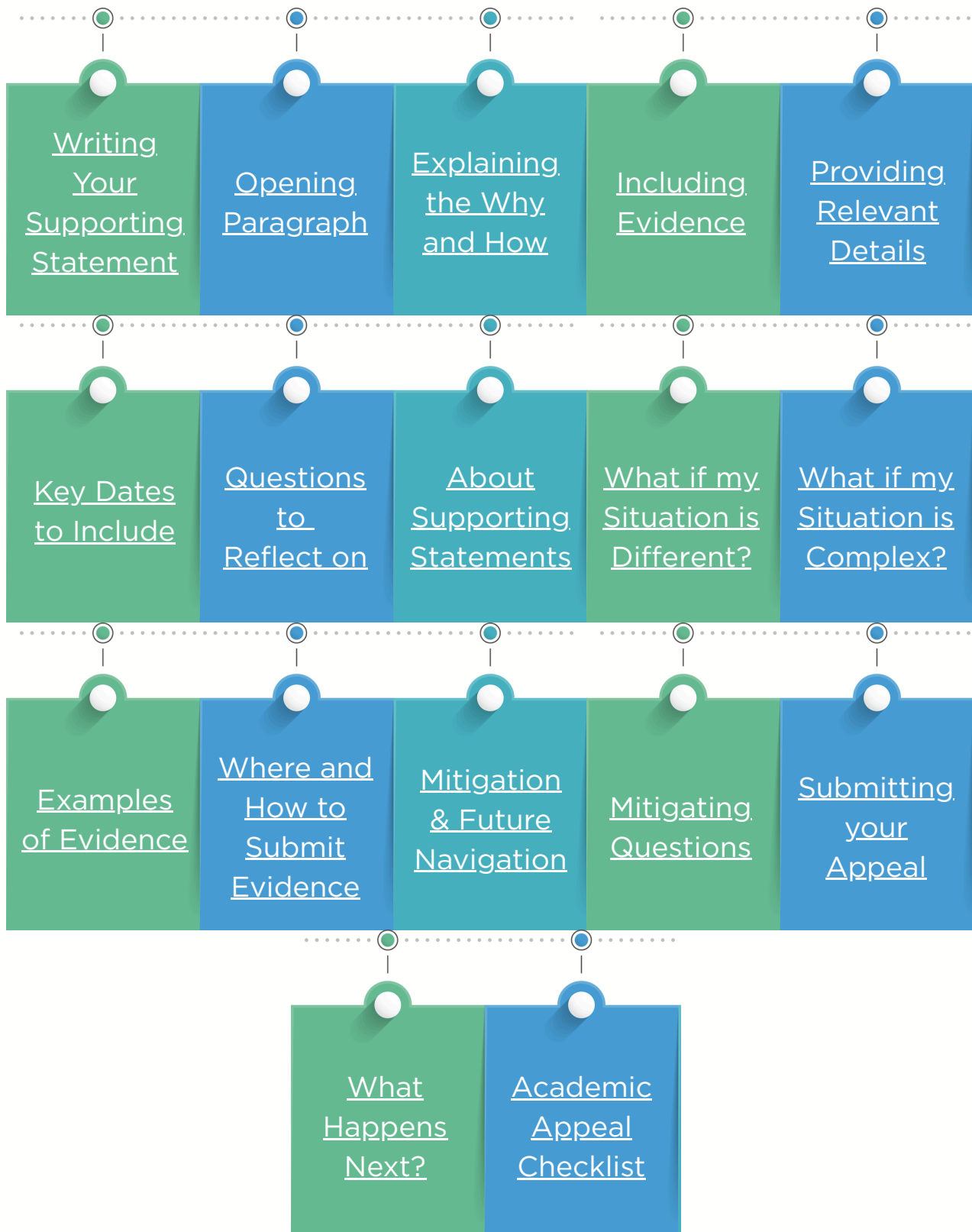
TEMPLATE & GUIDANCE

For Completing your Academic Appeal



Your appeal statement gives a good **overview** of your situation. The following guidance will provide helpful information to support your appeal, making it easier for you to include *everything* you need to strengthen your case.

WHAT'S INSIDE?



Writing Your Supporting Statement

The Faculty Appeals and Complaints Panel (FACP) go through lots of appeals in a day. To improve readability and help the panel **navigate** your statement, you might want to include a heading at the top of your appeal with the following details:

- Stage One Academic Appeal Statement
- Student Name:
- Student Number:
- Module:
- Assessment Type:
- Scheduled (Deadline) Date:
- Preferred Outcome:



HOW TO STRUCTURE YOUR APPEAL:

1. An Opening Paragraph
2. Explain Why You Are Appealing and The Impact
3. Mitigation and Future Navigation




OPENING PARAGRAPH

Please delete and fill in information as required.

To whom it may concern,

I am writing to formally appeal the *[insert decision or outcome you are appealing; and state your preferred outcome]*, relating to *[assignment name, module code, and course title]*, which was due on *[insert deadline]*. I submitted the assignment on *[insert submission date, if different]* and received my mark on e:Vision on *[insert date]*.

This appeal is submitted on the grounds of *[insert **relevant grounds**, e.g. exceptional circumstances not previously submitted, natural justice, etc]*.



EXPLAINING THE WHY & HOW

This is where you explain why you're appealing. Be clear and to the point—focus on what happened, how it affected your studies, and any exceptional circumstances.

The panel won't know what you've been through unless you explain it, so help them understand your situation.

Include any personal, academic, or procedural issues that affected you. Be clear about when things happened and *how* they impacted your studies.

Try to explain events in order, using things like:

- A short chronological timeline (with dates)
- Bullet points or short paragraphs
- Clear links between what happened and your academic performance
- Who you reached out to for support (if anyone), and when

Helpful to know: The panel needs to understand *how* your situation affected you — not just what happened. Focus more on how you were impacted than on describing the event itself.

Making your statement easy to follow helps the university understand your circumstances and make a fair decision.

HOW DO I INCLUDE MY EVIDENCE IN MY STATEMENT?

Evidence is a **key** part of your appeal — it helps show how your circumstances directly affected your ability to complete or submit work. The panel cannot make assumptions, so be clear about how each document supports your case.

Think about **what** you can include:

- Medical letters or professional reports
- Screenshots of conversations, email trails, or messages confirming your difficulties
- Supporting statements from people who knew what you were going through (e.g. family, friends, housemates, tutors, or UEA staff)

Tip: Reference each item clearly **throughout your statement** - label them as '*Evidence 1.0*' or '*Figure A*' and explain **how** it relates to your situation.

If you have emails or records of contact with academic staff or university services, include them — they can be helpful.

Important: You must submit **all evidence with your appeal**. You won't be able to add more later.



PROVIDING RELEVANT EVIDENCE AND DETAILS

Be clear about **how** your circumstances made it hard to study or meet deadlines — especially for coursework, exams, or other key assessments. Try to explain:

- What specific difficulties you experienced (e.g. low energy, trouble focusing, anxiety, lack of time to revise or write, etc.)
- How did these challenges affect your ability to prepare, complete, or submit your work?

Include any important dates that show when you were affected.

Why this matters: UEA assumes you're working on assessments during the **three weeks** before a deadline, so it's important to show how your situation impacted you during that time.

It's important you provide as much detail and back it up with dates to help contextualise your circumstances with the panel.

Remember: the panel does not assume, so paint a clear picture!



KEY DATES TO INCLUDE

When explaining your circumstances, include specific dates that show how and when you were affected. This helps the panel understand the timing and seriousness of your situation.

Some useful dates you might include:



- **Medical appointments or hospital visits** — When did you seek medical help? What type of treatment did you receive?
- **When you reached out for support** — Did you contact a doctor, therapist, or support service? When?
- **Contact with UEA staff or services** — Did you speak with a tutor, advisor, or student services? Include the dates and names (if possible).
- **Any major life events** — For example, bereavement, family emergencies, or personal crises that affected your ability to study.



QUESTIONS TO REFLECT ON

These questions can guide you when writing your appeal. They'll help you include details the panel needs to fully understand your exceptional circumstances (ECs):

- Are you receiving treatment or support?
- When did it begin? Where are you receiving it (e.g. GP, hospital, mental health service)? Is it ongoing?
- How has your support been managed?
- Are you following a treatment plan? Is it being reviewed or adjusted over time?
- Have you seen any professionals (doctor, counsellor, advisor)? If so, when? **If not - why not?**
- Can you provide appointment letters or written confirmations?
- Do you have academic adjustments in place?



For example: extra time in exams, extensions, regular advisor meetings. How have these helped (or not helped) during this time?

ABOUT SUPPORTING STATEMENTS

If someone writes a statement to support your appeal, make sure it includes:

- Their name, signature, date, and contact details
- An explanation of their relationship to you
- A short summary of what they directly saw or knew
- A line confirming they give consent for the statement to be used in your appeal



It's best to ask them to email the statement to you, so you can include it when you submit your appeal. This helps with verification.



WHAT IF MY SITUATION IS DIFFERENT?

Not all circumstances are medical or academic — and that's okay. If something personal, cultural, or unexpected has affected your ability to study, you can still explain it clearly.

Examples might include:

- **Visa issues** or international travel problems
- **Family responsibilities** (e.g. being a carer, supporting family during a crisis)
- **Cultural or community obligations** (e.g. attending religious or cultural events that had a serious impact on your academic work)
- **Mental health difficulties** that haven't been diagnosed yet, but have affected you
- **Financial stress** that caused disruption or made it hard to access resources



WHAT IF MY SITUATION IS COMPLEX OR SENSITIVE?

If your situation is more complex or sensitive, just be honest and focus on:

- **What** happened
- **When** it happened
- **How** it impacted your ability to study
- Any **evidence** you can provide (even if informal — e.g. emails, messages, or statements from someone who knows what you were going through)

If you're not sure whether your situation is relevant, you can always [Contact Us](#) before submitting your appeal!



EXAMPLES OF EVIDENCE

01

Seeking support from Student Services around accessing reasonable adjustments.

02

Any medical correspondence or evidence or from disability support services.

03

Screenshot of you seeking support from the Wellbeing team or other UEA services.

04

Email correspondence with an academic advisor around an action plan.

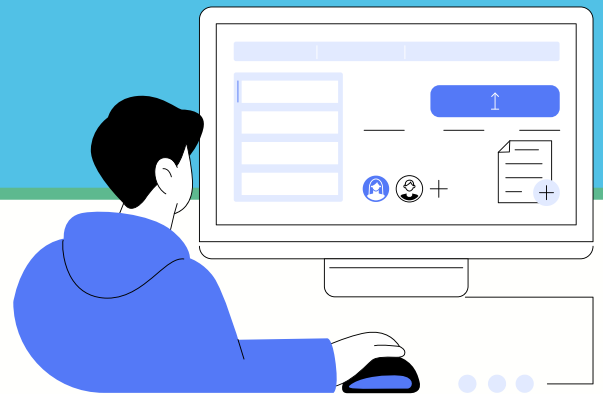
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Any other correspondence you have related to your situation.



WHERE TO PUT YOUR EVIDENCE

When submitting your evidence, you would need to compile all your evidences all in one PDF document. They need to be clearly labelled so it is easy for the panel to navigate between the two files you are submitting - supporting statement and evidence - **do not include your evidence within your statement.**



HOW TO SUBMIT YOUR EVIDENCE

Within the Academic Appeal online form, there will be a section within the form for you to submit your evidence **separate** from your supporting statement.

It is important for you to clearly state within your statement which evidence you are referring to such as 'Evidence 1.0'. This allows for the appeals panel to cross reference your evidence more easily.

MITIGATING CIRCUMSTANCES AND FUTURE NAVIGATION

This part of your appeal really matters.

It helps the panel understand what's changed since the issue and how you're working to move forward. Showing that you've taken steps to recover or improve can make a big difference.

Talk about what you've done since the issue happened.

Have you taken steps to fix things, get support, or make changes? Be specific.

Also explain what you'll do differently next time to prevent the same issue. This shows you're taking the process seriously and learning from the experience.

Demonstrating your ability to **reflect** and show **proactive** engagement strengthens your case.

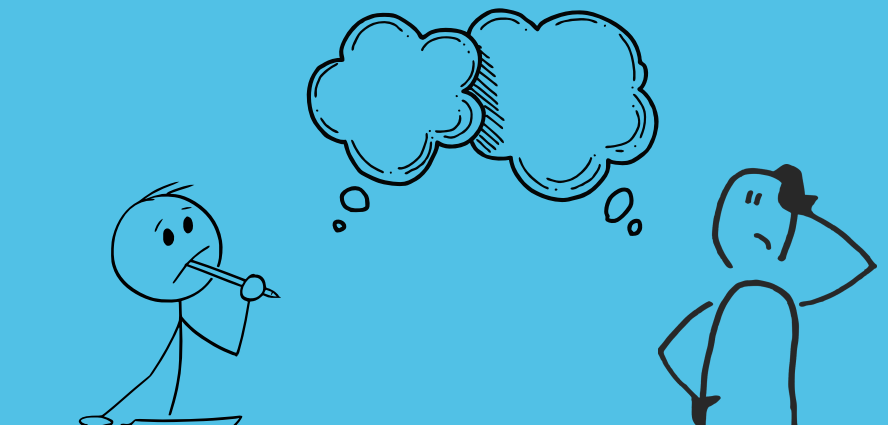


If you haven't received or sought support from UEA, it's a good idea to reach out to **Student Support**. They can help you in the future, and not only does it support your appeal, but it also reduces the chances of going through the appeal process again.

MITIGATING QUESTIONS TO CONSIDER

- Will you get any support from LTS/Student Services, or are you currently getting any support from them?
- Have adjustments been made in place from LTS/Student Services?
- Have you gone to UEA's talking therapies, or discussed your circumstances with a support service?
- Do you have any plans or resources in place to help you? An action plan? Meetings to attend with an advisor?
- What are you currently doing to manage your health? Any adjustments in your routine? What are you actively doing? Not just what you will do in the future.

The appeal panel often looks for evidence that students are being proactive—not only in planning what you will do differently in the future but also in managing your well-being during the academic year as you navigate your circumstances.



SUBMITTING YOUR APPEAL

Once you've written your statement and gathered your evidence, you then need to complete this [online form](#) and upload your statement and upload your statement and evidence as separate documents. You should upload **two files** in total: your statement and a PDF containing your evidence.

If you have trouble accessing the online form, contact the [Student Information Zone \(SIZ\)](#) for assistance.



When completing the online appeal form, **please indicate that you'd like the UEA to share your information with the Students' Union.** This means we should be provided with a copy of your appeal outcome at the same time as you do.

WHAT HAPPENS NEXT?

The Head of School will review the appeal and determine if it can be informally resolved. If not, the **Faculty Appeals and Complaints Panel (FACP)** will consider the appeal.

You'll get a confirmation letter **within 5 working days** of submitting your appeal to LTS. It will let you know that your appeal has been received and when the next FACP meeting will be. The meeting will be within 20 days of your submission, and you'll receive an outcome letter within **10 working days** *after* the meeting.

The process can take up to 6 weeks from start to finish.

We hope the information provided helps guide you through the appeal process!

Once you've submitted your appeal, please let us know so we can track your progress and offer support if needed :)

ACADEMIC APPEAL

CHECKLIST:



- ☐ Address the letter and state **what** you're appealing (i.e. assignment, grade, etc)
 - ☐ Include *key* details: assignment name, module code, submission dates and **grounds** for appeal
 - ☐ Clearly state **why** you're appealing, focus on exceptional circumstances or procedural issues
 - ☐ Include dates, relevant incidents, and specify **how** they impacted your academic performance.
 - ☐ Provide and submit *all* relevant **evidence** (no additional evidence can be submitted later)
-
- ☐ **Describe** actions you've taken to address the issue
 - ☐ **What** steps you'll take to *avoid* similar issues in the future
 - ☐ Show **reflection** on your actions and **proactive engagement** when seeking help
 - ☐ Complete [online form](#), **upload** your statement *and* evidence.

Don't forget to **indicate on the form** that you'd like UEA to share your appeal outcome with Advice(su)!

Good Luck on your application! 😊