

Transitions Team Appeals Procedure

The Transitions Team are committed to ensuring equality of access and providing activities that enhance the success, retention, and progression of applications and current students. We make decisions about an individual's participation in Transitions activities according to internal Wellbeing Services departmental policies.

We recognise that there may be instances where individuals may not agree with a decision that has been made and an appeal may be an appropriate course of action. An appeal is defined as, 'a process in which cases are reviewed, where parties request a formal change to an official decision' made by the University. We are dedicated to maintaining an effective and timely procedure for appeals, which clearly outlines how to submit an appeal and ensures that all appeals are handled efficiently and appropriately. An appeal may focus on (but is not limited to):

- Eligibility to participate in Transitions activities
- Non-continuation of Transitions activities
- Breaches of community guidelines/ codes of conduct

Please note: For further details about the decision-making processes that underpin the above areas, please see the [Additional Information](#) section.

What can I appeal against?

A common misconception is that simply not being happy with the outcome of a decision is a reason to make an appeal. The Transitions team will only consider an appeal for the following reasons:

1. Transitions policies and procedures have not been followed correctly
2. There is new information or evidence of a change in circumstances that has not been taken into consideration as part of the original decision-making process
3. There is evidence that a decision has been made unfairly

Please note: Individuals must select **at least one** of the above grounds for an appeal.

If you are unsure about whether you have grounds for an appeal, please contact the Transitions Team by email: transitions@lancaster.ac.uk

How do I submit an appeal?

If an individual would like to submit an appeal, please email a completed copy of *Transitions Stage 1 Review and Appeals Form* to transitions@lancaster.ac.uk.

If there is any issue with emailing evidence, please contact the Transitions Team to agree an alternate arrangement.

Please note: The email must contain 'Transitions Appeals' in the subject line.

The completed form should explain the grounds of the appeal, any relevant details about the situation and the staff member involved in making the decision (if known). Any related evidence should be included/attached to the e-mail. If the person requesting an appeal is seeking a specific outcome, this should be clearly stated in the documentation provided.

What will happen to my appeal?

All Stage 1 appeals will be processed according to the procedure outlined below:

| Stage 1 Grounds of Appeal | Action | Person responsible |
|--|--|-------------------------------------|
| Transitions policies and procedures have not been followed correctly. | <p>The appeal will be allocated to a Manager within the Disability and Inclusion Service to review and decide on the most appropriate course of action.</p> <p>The Manager aims to address appeals as quickly as possible, with an initial response, review and final decision provided within <u>5 working days.</u></p> | Disability and Inclusion Manager(s) |
| New information or a change in circumstances that has not been taken into consideration as part of the original decision-making process. | <p>The appeal will be allocated to a Transitions Officer for review.</p> <p>The Transitions Officer aims to address appeals as quickly as possible, with an initial response, review and final decision provided within <u>5 working days.</u></p> | Transitions Officer |
| There is evidence that a decision has been made unfairly. | <p>The appeal will be allocated to a Manager within the Disability and Inclusion Service to review and decide on the most appropriate course of action.</p> <p>The Manager aims to address appeals as quickly as possible, with an initial response, review and final decision provided within <u>5 working days.</u></p> | Disability and Inclusion Manager(s) |

What happens if I want to take my appeal further?

If you have received a final decision at Stage 1 and you do not accept the outcome, then you may proceed to Stage 2 and request a review. You cannot request a review of a Stage 1 appeal because you are dissatisfied with the outcome, you can only request a review based on the following grounds:

- There is new evidence that could not have been reasonably made available at Stage 1

- There is evidence that the *Transitions Appeals Procedure* has not been followed correctly at Stage 1
- There is evidence that the judgement made at Stage 1 was biased

Please note: Individuals must select **at least one** of the above grounds and submit the request for an appeal review **within 10 working days** of the original appeal decision.

How do I submit a request for a review?

If an individual would like to request a review of an appeal, this can be actioned by e-mailing a completed *Transitions Stage 2 Review and Appeals Form* to transitions@lancaster.ac.uk.

Please note: The email must contain 'Transitions Appeals' in the subject line.

The completed form should explain the grounds of the review, any relevant details about the situation and the staff member involved in making the appeal decision (if known). Any related evidence should be included/attached to the e-mail. If the person requesting a review of an appeal is seeking a specific outcome, this should be clearly stated in the documentation provided.

What will happen to my request for a review?

All requests will be processed according to the procedure outlined below:

| Stage 2 Review of an Appeal | Action | Person responsible |
|---|--|---|
| There is new evidence that could not have been reasonably made available at Stage 1. | The review of an appeal decision will be allocated to a Manager within the Disability and Inclusion Service to review and decide on the most appropriate course of action. The Manager aims to review appeals as quickly as possible, with an initial response, review and final decision provided within <u>5 working days.</u> | Disability and Inclusion Manager(s) |
| There is evidence that the <i>Transitions Appeals Procedure</i> has not been followed correctly at Stage 1. | The Head of Disability and Inclusion (or Head of Student Support and Wellbeing) will review the outcome of the Stage 1 appeal and decide on the most appropriate course of action. They will provide an initial response, review and final decision within <u>10 working days.</u> | Head of Disability and Inclusion or Head of Student Support and Wellbeing |
| There is evidence that a decision has been made unfairly. | The Head of Disability and Inclusion (or Head of Student Support and Wellbeing) will review the outcome of the Stage 1 appeal and decide on the most appropriate course of action. | Head of Disability and Inclusion or Head of |

| | | |
|--|--|--------------------------------------|
| | <p>The Head of Disability and Inclusion (or Head of Student Support and Wellbeing) will provide an initial response, review and final decision within <u>10 working days.</u></p> | <p>Student Support and Wellbeing</p> |
|--|--|--------------------------------------|

What happens next?

All Stage 2 decisions are final and conclude internal University appeals procedures.

If a student is dissatisfied with the outcome of a Stage 2 appeal, students can follow the University Complaints procedure. [Click here to access the Student Complaints Webpages.](#)

General Data Protection Regulation (GDPR)

The University will process your personal data in accordance with General Data Protection Regulations (GPPR). The Transitions Team will take all appeals seriously and will handle personal information in confidence. Data collected via the *Transitions Stage 1/2 Review and Appeals Form* will be used for the sole purpose of processing, investigating and resolving the appeal. This information will be held in the students' departmental record on Lancaster University servers per Lancaster University's Data Retention Schedule.

Additional Information

This section provides further details and guidance in relation to Transitions decision-making processes for the purposes of clarifying appropriate grounds for an appeal.

Eligibility to participate in Transitions activities

The Transitions Team provide activities for students from widening participation backgrounds according to the WP criteria provided by the Office for Students (OfS) as per the conditions of Lancaster University funding.

Eligibility to participate in Transitions programmes is determined by several factors:

- Status as a Lancaster University student (or firm applicant)
- Eligibility criteria (*this may vary between projects*)
- Academic criteria (*depending on the project*)
- Adhering to application processes (*depending on the project*)

For more information about project specific selection criteria, please see our webpages: www.lancaster.ac.uk/transitions-team/

Please note: Where places on a programme are limited the Transitions Team will prioritise individuals who fulfil the application criteria. This may include a value judgement about the appropriateness of the programme for individual needs. Any conditions of participation will be clearly communicated at the point of application.

Overview of decision-making

If an individual unsuccessfully applies for a Transitions activity, the reason for this decision will be clearly identified according to the table below:

| Decision | Reason |
|----------|--|
| A | Is not a Lancaster Student (or firm applicant) |
| B | Does not meet the required eligibility criteria. |
| C | Does not meet the specified academic criteria (where applicable). |
| D | Unsatisfactory application. |
| E | Compulsory information required to participate in the activity has not been returned by the specified deadline. |
| F | Met the required eligibility criteria. However, priority has been given to individuals who fulfil a greater number of eligibility criteria due to a limited number of places or opportunities available. |

Please note: There may be more than one reason for an unsuccessful application.

Non-continuation of Transitions Activities

The Transitions Team strive to support every student taking part in a Transitions activity to make the most of the opportunity.

Conditions of participation

Transitions projects require students to adhere to community guidelines of a code of conduct. These are outlined at the outset of all programmes.

What happens if concerns are raised?

Where a code of conduct/ community guidelines are breached, or where there are significant concerns about a student's ability to meaningfully participate in an activity we will discuss this with students and attempt to identify appropriate next steps.

The Transitions Team will make every attempt to support the student, understand any arising issues and offer or signpost them to appropriate support.

The decision to remove a student from a Transitions programme will be made by a Disability and Inclusion Services Manager and this action will not be taken without evidence of prior student consultation and forewarning (via the Transitions Team).

Please note: Students also have the right to withdraw from a Transitions programme at any time by notifying the Transitions Team in writing (i.e. via email).

Failure to Engage

Some Transitions Programmes require certain levels of engagement in line with the code of conduct/ community guidelines.

Where students fail to engage appropriately staff will reach out to the student via email to discuss this and attempt to identify appropriate next steps.

If a student fails to respond two further contact attempts will be made after which the student will be withdrawn from the programme.

Please note: Students also have the right to withdraw from a Transitions programme at any time by notifying the Transitions Team in writing (i.e. via email).