

CARDIFF
UNIVERSITY

PRIFYSGOL
CAERDYDD

UNIVERSITY REVIEW PROCEDURE

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1. Introduction

- 1.1 There are many decisions that the University makes in relation to all aspects of student life, including your attendance and engagement, conduct, and academic studies. These decisions are made in accordance with our policies and procedures. Decisions under these policies and procedures give students the opportunity to challenge formal decisions. It is important to the University that you understand your rights and why decisions are made, and that you are provided with information about the options available to you if you believe a decision to be incorrect.
- 1.2 All University procedures have a single review stage so that you have the opportunity to challenge a decision that has been in a fair and transparent way. This Review Procedure confirms the way you can challenge a University decision, as specified in the relevant procedure, by making a review request. It also outlines what you can expect from the process. It is important that you understand your role, the actions you need to take, and how you can get support when making a review request.
- 1.3 All staff who consider review requests will have received training on their role in working with this procedure and other associated procedures. This includes Professional Services Staff, Academic Staff, and Senior Officers of the University.
- 1.4 You are advised to seek independent advice from the [Students' Union Student Advice](#) on your rights and responsibilities and how you can submit a review request.
- 1.5 You need reasons or, as they are termed 'grounds', in order to request a review. The ground for the review must be one or more of the following, and you should specify on which ground(s) you are seeking a review, and provide an explanation and provide supporting evidence:
 - Procedural irregularity, i.e. the process described to reach the original decision was not followed;
 - The decision and/or remedy was unreasonable and not supported by the facts of the case;
 - There is new information or evidence that could not have been made available at the time when your original case was considered.
- 1.6 The review procedure can be used by every student who has received a formal decision under a procedure which confirms access to the Review Procedure. Students who may require reasonable adjustments in using the Procedure should indicate this to the Head of Registry when submitting their review request.
- 1.7 All information provided by you as part of your review request will be treated in accordance with data protection legislation, and will be shared only with staff who need to know in order to process your review request.

2 Review procedure

- 2.1 You may apply for a review of a University decision made in relation to use of a University procedure within **14 days** of receiving the decision. If you cannot make a request for review within this time, you should provide a reason in writing as part of your review request. Late requests for review will not be accepted unless you can demonstrate why it was not possible or reasonable for you to submit a review request within the specified timescale. You are expected to provide evidence in support of the reason(s).
- 2.2 The grounds for requesting a review are detailed in paragraph 1.6 above. You will need to demonstrate that you have an arguable case under one or more of the review grounds and that it is supported by evidence in order to be eligible for consideration. If no grounds are given, and/or an arguable case has not been presented, and/or no evidence is provided, the request will not be considered or may be rejected.
- 2.3 There are timeframes built into each stage of the review for you to raise a concern and for the University to respond to your concerns.
- 2.4 University staff who consider your review will be from outside your School or the service area where the issue has arisen and will have no personal connection to you or any other party involved in the original case. This is to ensure that, as far as possible, your review request is viewed impartially.
- 2.5 Each request will be considered fairly and on the basis of the information and evidence provided.
- 2.6 All review requests will be overseen by the Head of Student Cases, who will inform you within **7 days** whether your review is within permitted grounds/timescales and if it has been accepted for consideration. If it is not eligible for consideration, you will be provided with a Completion of Procedure letter and you will be informed about the Office of the Independent Adjudicator's role if you are dissatisfied with the outcome.
- 2.7 If your review request is eligible for consideration, the Head of Student Cases will refer the case to a Senior Academic or Senior Officer as appropriate.
- 2.8 The review will be considered by a Senior Officer/Academic who is from a different School, College, or Department and who has been trained in the use of this procedure. Staff who have previously been involved in the case will not be party to any future decisions but may provide evidence or clarification to the Senior Officer/Academic where requested.
- 2.9 The Senior Officer/Academic will consider:
 - your review representations and evidence; **and**
 - the University decision and the reasons for that decision; **and**

- all associated papers and investigations for previous part of the procedures, to which they will have access.
- 2.10 If clarification is needed from you or a member of staff on the facts of the case, this will be requested as deemed appropriate.
- 2.11 The decision of the Senior Academic/Officer will be received and communicated to the student within **28 days** of the formal consideration.
- 2.12 The options available to the Senior Academic/Officer are to:
- dismiss the review request and uphold the original decision; **or**
 - refer the case back to the original decision-maker where a ground is upheld; **or**
 - make another decision permitted by University Regulation, Policy, or Procedure.

3 Office of the Independent Adjudicator (OIA)

- 3.1 Upon completion of the review request, you will be issued with a Completion of Procedure letter which confirms that you have exhausted the options to challenge the decision within the University. You are entitled to raise a complaint with the Office of the Independent Adjudicator if you feel that the University has failed to follow the correct procedure or has made an unreasonable decision. Further information on the Office of the Independent Adjudicator can be found at <http://www.oiahe.org.uk/>.

4 Flow Chart

