

## Procedures for the Conduct of Appeals

Notes on the Procedures for the Conduct of Appeals established under the Regulations relating to Academic Appeals.

### Introduction

1. The Regulations relating to Academic Appeals define the circumstances under which a delegate may appeal against a recommended grade for any examination result.
2. It is the responsibility of a delegate to notify their Nominated Tutor at the earliest opportunity if there are any extenuating circumstances which might have a bearing on their examination performance, so that, wherever possible, this may be brought to the attention of the Board of Examiners at the appropriate time. It is also the delegate's responsibility to check his or her examination results.
3. A delegate wishing to appeal must within 14 days of receipt of the examination result, which date shall be deemed to be the day following the posting of notification of the examination results or the day of notification of examination results by email or phone, make a written application to the Highfield Qualifications , Highfield House, Heaven's Walk, Lakeside, Doncaster, DN4 5HZ - Highfield Qualifications . "Please refer to Highfield Qualifications 's Appeals Policy, which can be found here: <http://www.highfieldabc.com/HABCPoliciesDownloads.aspx>".
4. Learners have the right to appeal to the Qualification Regulator directly.

### Recourse to Delegate Complaints Procedure

5. . Where an academic appeal has not been resolved to a delegate's satisfaction, there is an opportunity to make application for a review under the Delegate Complaints Procedure. If the delegates are not satisfied with the outcome they may make a complaint to the Scottish Public Services Ombudsman, (SPSO) contact details immediately below.

Freephone adviceline 0800 377 7330

Adviceline (if calling from outside the UK) 0131 225 5300

Online form [www.spsso.org.uk/online-contact](http://www.spsso.org.uk/online-contact)

In person 4 Melville Street, Edinburgh, EH3 7NS ([see a map](#))

By post FREEPOST EH641, Edinburgh, EH3 0BR

Fax 0800 377 7331