

# Appeals Policy and Procedure

Academic Year 2025–2026

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## Purpose

The main purpose of this policy is to provide clear guidance to learners and staff at London School of Management and Media ('LSMM') regarding the effective management of disputes regarding assessment decisions.

## Scope

This policy applies to all courses delivered at London School of Management and Media at all its centres and affiliate centres worldwide.

The Appeals Policy and Procedure exclude the following:

- Complaints against services provided by LSMM or any of its affiliate centres worldwide.
- Complaints about the delivery of a programme, teaching, or administration.
- Complaints about misconduct by a member of staff or other students.

Learners should refer to the Complaints Policy and Procedure instead.

LSMM reserves the right to terminate the appeals process at any time if it judges that the appeal is vexatious or frivolous. This decision will be made by the Principal or Academic Director and the learner will be informed of the reasons for this decision in writing.

LSMM will make reasonable adjustments to the procedure, where necessary.

# Grounds for Appeal

Learners enrolled in courses delivered by LSMM have the right to appeal their assessment outcomes if they believe that an error or injustice has occurred during the assessment process.

Academic appeals can be lodged on the following grounds or conditions:

- **Appeals against perceived marking errors:** An appeal may be submitted if the learner believes that either: the assessor has made a mistake in marking or grading an assignment; their submitted evidence was misinterpreted or not considered appropriately during the assessment; or that the learner suspects that bias or discrimination influenced the assessment decision.
- **Appeals against decisions made in cases of malpractice, maladministration or non-compliance:** A student may appeal in assessment situations which compromise, or attempt to compromise, the process of assessment, the integrity of the qualification or the validity of the result.

Malpractice is defined as *'non-compliance with the regulations pertaining to the assessment process, which may adversely affect the integrity of a qualification, its assessment and the validity of learner certificates'*. This includes plagiarism, i.e., *'the presentation of work by learners as their own, without appropriate acknowledgment that the source belongs to others.'*

Maladministration is defined as *'any activity, neglect, default or other practice that results in not complying with the specified requirements for delivery and assessment of the qualifications as set out in the relevant regulatory requirements.'*

- **Appeals against decisions made in respect of access arrangements, reasonable adjustments and special considerations:** A student may appeal against assessment decisions made even though the student was prevented from demonstrating achievement because of: *a permanent or long-term disability, learning difficulty or medical condition; a temporary disability, illness or indisposition immediate to or at the time of the assessment; or personal circumstances at the time of or during the assessment period that disrupted academic performance.*

In these circumstances, LSMM would ordinarily expect a student to use the procedure for Reasonable Adjustments and Special Considerations.

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## Process for Making an Appeal

### Stage 1: Informal Stage

The learner should first engage in an informal discussion with their assessor to seek clarification and understanding of the assessment decision. This step aims to resolve any misunderstandings promptly.

### Stage 2: Formal Stage – Internal Review

If the learner remains dissatisfied following the informal discussion, they must complete the LSMM Academic Appeals Form. Appeals must be submitted **no later than 15 working days** from the date of receiving the assessment outcome.

The form should detail the grounds for appeal, supporting evidence and any additional information pertinent to the case.

If an appeal is submitted that does not include grounds for appeal as detailed in Section 3, LSMM will write to inform the student that the appeal cannot be accepted for lack of relevant grounds.

If an academic appeal includes issues that fall within the remit of other procedures, such as the Complaints Policy and Procedure, learners will be informed within five working days of receipt of the appeal and directed to the relevant policy.

The appointed staff member will conduct a thorough review of the appeal request, the assessment evidence and any supporting documents provided by the learner.

If it is found that an error occurred or there is evidence of an irregularity, the appointed staff member reviewing the appeal will take the required action in consultation with Principal/Academic

Director to rectify the error as soon as possible and will confirm the outcome to the learner in writing within **15 working days** of submitting the appeal.

Where the investigation shows that no mistake or irregularity occurred, the learner will be informed in writing within **15 working days** of submitting the appeal.

### **Stage 3: Appeals Panel**

If the learner is not satisfied with the outcome of the Internal Review, they may request a review by an Appeals Panel.

The learner must submit a further appeal no later than **05 working days** from the date of receiving the outcome of the Internal Review.

The Principal/Academic Director or an appointed staff member will form a panel of at least three impartial members, including academic staff and an external representative, if available. The panel will meet and discuss the appeal within **15 working days** of receiving a request for an Appeals Panel to consider the case, and the outcome of the meeting will be communicated to the learner within **15 working days** of the decision.

### **Stage 4: Final Appeal-Escalation to the Awarding Organisation**

In cases where the learner remains dissatisfied with the appeal panel's decision, and feel that it was not conducted fairly, consistently and objectively in line with this policy then they are entitled to escalate the matter with the relevant qualification awarding organisation, details can be provided on request.

This step is only available after LSMM's exhausting internal appeal process.

### **Upheld Appeals**

If your appeal is upheld, we will take appropriate action, examples may include:

- identify any other learner/stakeholder who has been affected.
- correct the failure and the circumstances where this cannot be done aim to mitigate any impact. review procedures.
- arrange for staff training.

Where behaviour of staff is deemed inappropriate internal disciplinary procedures may be implemented, however, the details of such procedures cannot be shared.

### **Reporting of Appeals relating to Regulated Qualifications**

For regulated qualifications, we are required to report immediately to the relevant awarding organisation or regulatory body any appeal relating to:

- equality in the delivery of regulated qualifications
- the processing of personal data or compliance with data protection legislation
- the integrity of the regulated qualifications
- any matter that may give rise to a potential Adverse Effect (as defined by the qualification regulators)

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## **Records of Appeal**

LSMM will maintain records at all formal stages of the appeals process along with assessment records for a period of four years.