



Appeals Procedure

1. Purpose

This document formalises the appeals procedure to be followed within the scope of the CHARM-EU Alliance. An appeal can be issued by a student or prospective student disagreeing with a decision which affects them in order to have it reversed or annulled.

2. Scope

This procedure applies to appeals eligible to be considered under the CHARM EU Appeals Policy. A student disagreeing with a decision taken in relation to him/her regarding admission, registration, assessment, disciplinary conduct, or the awarding of financial support and made within the scope of the CHARM-EU Alliance can submit an appeal request.

3. Benefits

The benefits of the procedure is that it provides a clear flow for the management and resolution of appeals.

4. Procedure

4.1 Submission of an Appeal

4.1.1. The appeal request should be submitted within a period of 3 weeks after the announcement of the decision and addressed by email to the Joint Virtual Administrative Office : CHARM-JVAO@uu.nl

4.1.2. The email should include a detailed explanation within 5 working days giving the reasons for the appeal and providing supporting documentation.

4.2 Appeals Process

4.2.1. The student can contact either a student representative or his/her mentor for support during the procedure and the evaluation of the request.

4.2.2. The JVAO will conduct a preliminary assessment to ensure that the grounds for an appeal are satisfied. The grounds for an appeal are where a student case:

- i. is not adequately covered by the ordinary regulations of CHARM-EU; or



- ii. is based on a claim that the regulations of CHARM-EU were not properly applied in the applicant's case; or
- iii. represents an ad misericordiam appeal. An appeal other than an ad misericordiam appeal, cannot be made against a normal application of CHARM-EU academic regulations, as approved by the Rectors Assembly.

4.2.3. The JVAO will contact the Appeals Board and, depending of the nature of the appeal, ask the student to provide all (additional) documents deemed necessary to help the Appeals Board make a decision.

4.2.4. The Appeals Board will meet within a period of 10 working days after receiving the appeal case from the JVAO to make their decision and will inform the student or prospective student by email.

4.2.5. If the Board accepts the appeal : the decision or recommendation will be immediately communicated to the student and the decision reversed or annuled by the relevant CHARM-EU staff.

4.2.6. In case the appeal of a student or prospective student is denied, a student has the right to make a 'Level 2' appeal to the Spanish legal court system (as University of Barcelona is the coordinating University for CHARM EU), within a period of 2 months after being notified of the original decision.

Responsibility

4.3. The Appeals Board is responsible for oversight of this procedure.

4.4. The Joint Virtual Administration Office is responsible for ensuring the procedure is implemented as approved.

Related Documents

4.5. [CHARM EU Appeals Policy](#)

4.6. [CHARM EU Academic Rules and Regulation](#)