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| <b>Owner:</b>               | Director of Student Services |
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*This document is part of the Academic Regulations, Policies and Procedures which govern the University's academic provision. Each document has a unique document number to indicate which section of the series it belongs to.*

## **11E – Student Financial Support and Fee Status Appeals: Procedure**

### **1 SCOPE AND PURPOSE**

- 1.1 These policy and procedures are for BU staff and students.
- 1.2 This procedure is designed to deal with appeals raised by students against the outcomes of an assessment for student financial support or a fee status assessment. (Note: A financial appeal can only be considered if it meets specific grounds as detailed in section 4.1 and 4.2 of the procedures). The financial support covered by this document comprises of:
- BU Financial Support Funds (including Placement Opportunity Fund and Accommodation Crisis Fund)
  - BU Scholarships
  - BU Maintenance Bursary and Care Leavers Bursary
  - BU Emergency Loan
  - BU International Students Emergency Fund
- 1.3 Students are normally expected to raise an appeal themselves rather than through a third party. Students who wish to be advised in raising an appeal can contact SUBU Advice. On occasion when it is necessary to involve a third party please refer to *11L – Third Party Involvement: Procedure*.

### **2 KEY RESPONSIBILITIES**

- 2.1 Responsibility for the management and implementation of these policy and procedures lies with the Director of Student Services.
- 2.2 The Senior Student Money Adviser is responsible for the assessment of financial support applications to the BU Financial Support Funds, BU Bursaries, BU Emergency Loan and BU International Students Emergency Fund.
- 2.3 The International Admissions Team and UK Admissions Team are responsible for the assessment of fee status.
- 2.4 The Head of Admissions is responsible for applications for BU Scholarships.
- 2.5 SUBU Advice are available for free, independent, confidential advice for all students at Bournemouth University, and are familiar with all Bournemouth University Policies and Procedures.

### **3 ACCESSING OTHER RELEVANT BU DOCUMENTS**

- 3.1 All documents can be accessed [here](#)

- 3L - Fee Status Policy
- 11F - Student Complaints: Policy and Procedure
- 11L - Third Party Involvement: Procedure
- Admissions Procedure

3.1.1 Other documents with direct relevance to this are:

- [BU Student Agreement](#)
- [Academic Achievement Scholarship Policy and Procedure](#)
- [BU Financial Support Fund](#)
- [BU Undergraduate and Postgraduate Scholarship Policy and Procedure](#)
- [BU Bursary Scheme](#)
- [BU Emergency Loan](#)

## 4 THE APPEALS PROCEDURE

4.1 Appeals against a financial support or fee status decision will only be considered on the grounds of one of the following:

- The process of decision making in respect of an application did not follow the prescribed procedures
- Pertinent new information is available which was not included in the original application and which materially affects the application
- A change in personal or immigration circumstances that would affect the original assessment (fee status only).

Appeals against Bournemouth University's policies and procedures in respect of financial support or fee status assessment are not permissible.

4.2 For BU Financial Support Fund Applications, where a student has new information they didn't originally submit with their application or wishes clarification of a decision, they should contact the Senior Student Money Adviser in the first instance for reassessment/clarification

4.3 Students wishing to appeal against the decision should email [appeals@bournemouth.ac.uk](mailto:appeals@bournemouth.ac.uk) **within 10 working days** of notification of the outcome of the assessment. The appeal should specify on which of the grounds outlined in 4.1 the appeal is based and be accompanied by any additional supporting evidence.

4.4 The appeals team will respond to the student in writing within **10 working days** of receiving the submission and all accompanying information. This timescale may need to be extended during peak times. If the **10 working days** deadline cannot be met you will be informed of the reason for delay and kept informed of progress.

4.5 If the student is not satisfied after receiving this response, they may ask for a review by the Frontline Services Manager by emailing [appeals@bournemouth.ac.uk](mailto:appeals@bournemouth.ac.uk) **within 10 working days** of the initial response.

4.6 The Frontline Services Manager will review the appeal and provide a response in writing **within 10 working days** of receiving the submission and all accompanying information. This timescale may need to be extended during peak times. If the **10 working days** deadline cannot be met all parties will be informed of the reason for delay and kept informed of progress.

4.7 Appeals against the University's judgement of the merit of an applicant against the published criteria will not be accepted.

4.8 The decision of the Frontline Services Student Support Manager is final and no further appeal is permitted.

## 5 General

### 5.1 REFERENCES AND FURTHER INFORMATION

[Office of the Independent Adjudicator – Good Practice Framework](#)  
[QAA Advice and Guidance – Academic Appeals and Student Complaints](#)

5.2 Once a student has exhausted Bournemouth University's internal Student Financial Support and Fee Status Appeals Procedure he/she will be issued with a Completion of Procedures letter.

5.3 If the Complainant remains dissatisfied after exhausting Bournemouth University's internal Student Financial Support and Fee Status Appeals Procedure she/he may request a review from the [Office of the Independent Adjudicator for Higher Education](#). Contact details for the Independent Adjudicator are:

Second Floor, Abbey Gate, 57 – 75 Kings Road, Reading, RG1 3AB.  
Tel: 01189 599813      Email: [enquiries@oiahe.org.uk](mailto:enquiries@oiahe.org.uk)