



**QUEEN'S
UNIVERSITY
BELFAST**

Student Complaints: Attending an Appeal Panel



This document:

outlines what to expect when attending a Stage 3 Student Complaints Appeal Panel.

1. What should I do when I arrive?

You should wait outside the meeting room until invited to enter.

2. Who will be in the meeting?

Those present in the meeting room will normally be:

- The secretariat (usually two members of staff from the Appeals, Conduct and Complaints Team)
- The Panel members (whose names you will normally be given in advance of the meeting), and
- A member of staff who can explain the decision made at Stage 2 of the process. You will normally be given the name of this member of staff in advance of the meeting.

In some cases, it may also be necessary to invite an expert advisor to attend.

3. Can I be accompanied to the meeting?

Yes, you may be accompanied by:

- A registered student of the University (including SU Sabbatical Officers), or
- A member of staff of the University (including staff from SU Advice), or
- University Chaplaincy.

In exceptional circumstances, you may be permitted to be accompanied by an additional internal member of the University or an individual from outside the University.

4. What if I need to take a break during the meeting?

If you need to take a break at any time during the meeting, please just let the Chair know.



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5. What happens during the Appeal Panel meeting?

The Chair will introduce everyone present to you, and will explain the powers of the Panel.

The Chair will remind you that you are expected to be truthful and honest. If any statements made by you are subsequently found to be untrue, or if supporting evidence has been falsified or fabricated, that could constitute a breach of the [Conduct Regulations](#).

The Chair will also remind you that you are not permitted to record the meeting, and any unauthorised recording of the meeting could constitute a breach of the [Conduct Regulations](#).

Following introductions and an explanation by the Chair of the powers of the Panel, you will be asked to present your appeal and to explain how you meet the ground(s) for appeal.

A member of staff who can explain the decision against which you are appealing, will also be present. They will be asked to respond to the points that you have made, and to explain the decision.

The Panel may ask you and/or the member of staff questions, and you will be afforded an opportunity to ask questions of each other, at the discretion of the Chair, and through the Chair.

If you are unsure of any of the questions asked, please let the Panel know.

Witnesses may be called to give evidence to the Panel but will be present at the meeting only for as long as is necessary for them to do so.

Witnesses may be questioned by the Panel members and, at the discretion of the Chair, examined, cross-examined and re-examined by you and/or the member of staff present.

You will be offered the opportunity to sum up. The member of staff will then be offered the opportunity to sum up.

You and the member of staff will enter and leave the meeting at the same time.



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6. What happens after I leave the Appeal Panel meeting?

Once the Panel is satisfied that it has heard all the relevant evidence and all persons involved, except the Panel members and secretariat have left the meeting, they will deliberate and, if possible, reach a decision.

7. When will I receive the Appeal Panel's decision?

You will normally be advised of the decision within eight working days of the decision being made, by email to your University email account. The member of staff who attended the meeting to explain the decision will also be notified of the decision, as well as any other relevant members of staff.

8. Where can I get advice or support?

You are strongly encouraged to make contact with [SU Advice](#), who can provide individual guidance and support in relation to your own particular case and circumstances.

You may also contact the Appeals, Conduct and Complaints Team (appeals@qub.ac.uk) if you have a query in relation to the Regulations or Procedure.

Support is also available from the [Student Wellbeing Service](#).