



## Annex B5: Refund or Compensation Appeals Form

This form should be completed by students who wish to appeal the outcome of a refund or compensation decision. Appeals must be submitted within 20 working days of receiving the original decision. Please provide as much detail as possible and attach any relevant supporting documents.

Full Name:

Student ID Number:

Programme of Study:

Date of Original Refund/Compensation Decision:

Grounds for Appeal (please explain why you believe the decision was incorrect or unfair):

*Valid grounds for appeal include procedural irregularities, availability of new material evidence which could not reasonably have been provided earlier, or evidence that the decision reached was unreasonable in the circumstances*

Supporting Evidence (please list or describe attachments):

Preferred Outcome (please explain what resolution you are seeking):

Signature:

Date:

*Appeals will be acknowledged within 5 working days of receipt. A written outcome will normally be provided within 20 working days. If you remain dissatisfied after this process, you may escalate your case to the Office of the Independent Adjudicator for Higher Education (OIA), once the College has issued its Completion of Procedures letter.*

*All information submitted will be treated confidentially and handled in accordance with our Data Protection Policy*