

## Complaints or appeals

Reference: SE4    Last Updated: 22/03/2019

In some circumstances students may feel that they have been treated unfairly as part of the learning and assessment process.

It is important for students to remember that there is no automatic right to complete a course, and if students have not met our outcomes, or the expectations of their institution, they may not progress.

However, all students have the right to appeal, particularly if they feel that the learning and assessment process has not been handled correctly. In these circumstances the university should have relevant procedures for the student to follow. Students should be informed about their options and rights.

We do not intervene or provide comment on individual student complaints about their learning and assessment, unless there is a concern that our standards and expectations have not been followed, or an immediate risk to public safety.

Standards framework for nursing and midwifery education: [R1.5-R1.7](#) (page 6)