Queen Mary
University of London

Senate

Paper Title	**Chair's actions**
Outcome requested	Senate is asked to **note** the detail of Chair's actions taken since the last meeting of Senate, not covered as a separate item on the agenda.
Points for Senate members to note and further information	**Appointment of Principal's Nominees to consider Final Reviews under the Appeal Policy 2023-24** A request was submitted to appoint four additional Principal's Nominees to consider student appeal Final Reviews. The full details of the Chair's action are provided for members' information.
Questions for Senate to consider	n/a
Regulatory/statutory reference points	n/a
Strategy and risk	n/a
Reporting/ consideration route for the paper	n/a
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Sponsor	n/a

Senate Chair's action request
Appointment of Principal's Nominees

Summary
This is a request for the approval of new Principal's Nominees by Chair's Action.

Background
The Appeal Policy 2023-24 requires a nominee of the Principal to consider all requests for Final Review.

Student appeals present a notable risk to the University; failure to handle appeals in a robust, transparent and timely way can have significant negative impacts on Queen Mary's standing and reputation, student progression and retention. An effective mechanism for dealing with appeals is required by the relevant regulatory bodies. Delays in consideration of appeals often results in financial compensation as a requirement set by the Office of the Independent Adjudicator (OIA). In 2024 the OIA set a condition for Queen Mary to review and improve timeliness of our appeal process.

The review resulted in changes for 2024-25 which will broaden the consideration of Final Review requests to a wider selection of staff, to avoid bottlenecks and delays at this stage. However, approximately 100 requests for Final Review still need to be considered under the previous policy, by a nominee of the Principal.

To that end, the appointment of additional Principal's Nominees is proposed by Chair's Action to expediently address these existing cases. Appointment is proposed for:

- Nadine Lewycky, Head of Council Secretariat
- Simon Hayter, Head of Quality & Standards
- Adam Streames, Deputy Head of Quality & Standards
- Haylee Fuller, Head of Appeals, Complaints & Conduct Office

The nominees are senior staff members within the Directorate of Governance & Legal Services at Queen Mary, and have substantial experience working with student casework and the higher education governance frameworks. They hold an authoritative understanding of the University's regulatory requirements and legal obligations and are experienced in applying academic regulations to complex student matters.

Approval from the Chair of the Senate

Approved on 13 November 2024