checked. All such requests from students are collated and passed to the Director of Teaching, who arranges for the scripts to be checked and the results communicated to the students.

Full information about the formal appeals procedure is given in Regulation XIX (Academic Appeals), which is downloadable from the website:

http://www.studentnet.manchester.ac.uk/crucial-guide/academic-life/formal-procedures/academic-appeals/

However, you should note that the purpose of this Regulation is to safeguard the interests of all students. It may be used only when there are adequate grounds for doing so (as specified in the Regulation) and may not be used simply because a student is dissatisfied with the outcome of his or her assessment or other decision concerning their academic position or progress.

3.7 COMPLAINTS

The University of Manchester recognises that students may have legitimate reasons for complaining about their course, the facilities or services provided, or other students or staff. It is hoped that most complaints can be resolved by a student taking up the matter directly with the staff concerned, or with the Head of School. However, it is recognised that this is not always possible and the University’s Student Complaint Procedure is designed to provide students with a fair procedure for resolving complaints that cannot be dealt with by informal means. Further information about the formal complaints procedure is given in Regulation XVIII, which is downloadable from the website:

http://www.studentnet.manchester.ac.uk/crucial-guide/academic-life/formal-procedures/complaints/

3.8 EXTERNAL EXAMINERS FOR UNDERGRADUATE PROGRAMMES

External Examiners are individuals from another institution or organisation who monitor the assessment processes of the University to ensure fairness and academic standards. They ensure that assessment and examination procedures have been fairly and properly implemented and that decisions have been made after appropriate deliberation. They also ensure that standards of awards and levels of student performance are at least comparable with those in equivalent higher education institutions.

External Examiners’ reports relating to Mathematics degree programmes will be shared with student representatives at the Staff-Student Liaison Committee and at the Teaching Committee. Details of any actions carried out by the School in response to the External Examiners’ comments will be discussed at these meetings. Students should contact their student representatives if they require any further information about External Examiners’ reports or the process for considering them.
In the academic year 2014-2015, the External Examiners for Undergraduate Degree Programmes offered by the School of Mathematics are:

**Pure Mathematics**
Dr. Alex Clark (Reader)
University of Leicester

**Pure Mathematics**
Professor Bryan Rynne
Head of Mathematics
Herriot-Watt University

**Pure Mathematics (Logic)**
Professor Mirna Dzamonja
University of East Anglia

**Applied Mathematics**
To be confirmed

**Statistics**
Professor Richard Chandler
University College London

**Statistics**
Dr. Ian Davies (Reader)
University of Swansea

**Numerical Analysis**
Dr Alison Ramage (Reader)
University of Strathclyde

**Mathematical Finance**
To be confirmed

**Actuarial Science**
Dr. John Millett
Senior Lecturer in Actuarial Science, Head of the Actuarial Science Group
University of Kent

**External examiner appointed by the Faculty of Actuaries and Institute of Actuaries**
Dr. George Streftaris (Senior Lecturer)
Heriot-Watt University

Please note that it is inappropriate for students to make direct contact with External Examiners under any circumstances. It is particularly inappropriate to make contact about a student’s individual performance in assessments. Other appropriate mechanisms are available for students, including the University’s appeals or complaints procedures and the Students’ Union Advice Service. (See Section 3.6 of this Handbook.
for information about the University’s appeals procedure, Section 3.7 of this Handbook for information about the University’s complaints procedure and Section 5.12 of this Handbook for information about the Students’ Union Advice Service.) In cases where a student does contact an External Examiner directly, External Examiners have been requested not to respond to direct queries. Instead, External Examiners should report the matter to their School contact who will then contact the student to remind them of the other methods available for students. If students have any queries concerning this, they should contact the Senior Tutor (Dr. R. M. Thomas, Room 1.108, Alan Turing Building) or the staff in the Teaching and Learning Office in the School (Room G.202/G.204, Alan Turing Building).