

# APPEALS AND COMPLAINTS PROCEDURE FOR APPLICANTS

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## Introduction

An appeal challenges the admissions decision. The University will consider such appeals on the grounds of incorrect process or infringement of legislative and mandatory guidance. There can be no appeal against the academic judgement of the admissions tutor. A complaint relates to the manner in which the process was conducted and does not necessarily imply a challenge to the decision.

## Key Stages in the Admissions Appeals and Complaints Process

1. Decisions are normally conveyed to applicants in writing or by web tracking facilities. Applicants are able to obtain feedback on the University's decision by contacting the Admissions Team.
2. Applicants who wish to appeal against a decision or have a complaint about the way that their application was handled should address their concerns in writing to the Head of Admissions. Verbal complaints will be handled sensitively but full investigations can only be processed on the basis of a written statement of the issues. Appeals and Complaints must normally be registered within the Admissions cycle in which the application was made, although redress may be made in the next admissions cycle.
3. The Head of Admissions will undertake an investigation in partnership with the Head of Recruitment for the relevant Faculty, and a response will be forwarded to the appellant or complainant, normally within 21 working days. Where grounds for Appeal (ie incorrect process or infringement of legislative or mandatory guidance) are found, or it is established that a complaint is justified, the University will undertake an appropriate form of redress, such as reconsideration of the application, a second interview etc. If the Head of Admissions decides, in the light of new information about process error derived during the Appeal or as a consequence of a complaint being found to be justified, that a place should be offered, this offer may be for deferred entry if all places for the current cycle have already been allocated.
4. Every attempt will be made to resolve issues on an informal basis. However, for issues which cannot be resolved by informal means, the applicant will be invited to appeal in writing to the Director of Admissions & UK Student Recruitment, stating the reasons for their Appeal or Complaint.
5. On receipt of such a written appeal, the Director of Admissions & UK Student Recruitment or nominee will review the investigation and make a final decision.

6. Applicants will not be disadvantaged as a result of making an Appeal or Complaint provided it is made in good faith. All information submitted in relation to appeals will be dealt with confidentially and will only be disclosed to those parties involved in the investigation and judgement of the Appeal or Complaint, or as is necessary to progress the Appeal or Complaint, or required by law. Those investigating or adjudicating at any stage of the procedure will do so impartially. Anyone with a material personal interest in the appeal will neither investigate nor adjudicate.

19th November 2012