



ADMISSIONS COMPLAINT POLICY AND PROCEDURE

Originator: Academic Registrar
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ADMISSIONS COMPLAINT POLICY AND PROCEDURE

1 Introduction

- 1.1 The University is committed to ensuring that all admissions' decisions are conducted according to the agreed policies and procedures and to this end the University has adopted the following complaint policy. No applicant shall be prejudiced or disadvantaged by using this policy.
- 1.2 For the purposes of this policy, an applicant complaint is an expression of dissatisfaction by one or more applicants about the University's action or lack of action, or about the service provided by or on behalf of the University.
- 1.5 Applicants may not make a complaint about a selection decision which seeks to dispute the academic or professional judgement of admissions staff regarding their suitability for entry to a particular course. This policy may not be used where the decision not to offer a place arises from a failure on the applicant's part to fulfil any academic (eg, specific achievement in examination results, English language requirements) or non-academic requirements for admission.
- 1.6 A complaint will only be considered from the applicant, and not from any third party. If the applicant is under eighteen, we will consider a complaint made on their behalf with their written permission. The applicant will need to confirm that they agree we can communicate with the third party on their behalf. All correspondence will be copied to the applicant as well as to their representative.
- 1.7 Complaints submitted outside of the timescales stipulated in the procedure will only be considered in the most exceptional circumstances and where there is good reason, supported by evidence, for the late submission.
- 1.8 If the University is unable to respond within the timescales set out in the procedure, the applicant will be contacted with a reason for the delay and will be informed of when to expect a decision or response.

2 Procedure

2.1 Stage One: Informal Procedure

- 2.1.1 Most complaints can be resolved satisfactorily at this stage. The applicant should first raise their complaint in writing within 7 calendar days. The complaint should be addressed to the Admissions Manager.
- 2.1.2 A member of staff will respond to the complaint within 10 calendar days of the complaint being made and shall retain a record of the correspondence and any action taken. If it is not possible to fully respond within 10 calendar days, the complainant will be advised of the timescale for a full response.
- 2.1.3 Every attempt will be made to resolve any issues informally at this stage. If this proves to be unsatisfactory then the procedures set out below should be followed.

2.2 Stage Two: Formal Procedure

- 2.2.1 If the applicant is dissatisfied with the response received above, they should submit, within 7 calendar days a written complaint to the Academic Registrar. Any complaints received outside this timeframe will not be considered.

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- 2.2.2 The formal complaint must comprise of a statement setting out in full, the grounds for dissatisfaction, details of the response received from the informal stage and the outcome the applicant is seeking.
 - 2.2.3 The Academic Registrar will investigate the complaint and submit a written response to the complainant within 10 calendar days from receipt of the complaint. The Academic Registrar's decision following completion of this process will be considered as final. If the Academic Registrar has had previous involvement in the applicant's admissions process or complaints procedure for an individual, they will refer the complaint to the Pro-Vice-Chancellor Assurance & Director of Finance.
- 3 Further Education courses only**
- Taking your complaint to the Education and Skills Funding Agency (ESFA)**
- 3.1 If following the completion of the University's procedures regarding a complaint, the applicant is still not satisfied then they can take the complaint to the ESFA.
- 4. Reports and Documentation**
- 4.1 A summary of admissions complaints and their outcomes is reported to either the Further Education Committee or Higher Education Quality and Standards Committee (as relevant) and Academic Board for monitoring purposes.