



## Admissions – Appeals and Complaints policy for applicants

### *(Extract from Admissions Policy)*

#### 4.2 Appeals

An appeal refers to the decision reached rather than how the application has been dealt with.

The University considers each application on its own merits, in relation to published selection criteria and within the context of the number of places available on any individual course.

Due to the finite number of places available on any course, the University acknowledges that where a course is oversubscribed some, suitably qualified, applicants may not be offered a place.

The University reserves the right to make independent academic decisions on applications to be admitted to any of its courses and will not enter into dialogue about any other individual applicant to a course.

An applicant who is considering making an appeal against the decision made upon their application to the University should initially seek feedback from the Admissions Tutor.

If the situation is not resolved, the next stage is to make a formal appeal, in writing, to the Head of School.

In responding to such cases, the Admissions Tutor or Head of School may wish to seek advice, if necessary, from the Admissions Manager (Registry).

It is advisable that any such appeal contains clarification of information already provided in the original application. Whilst additional information will be received, it must be acknowledged that this must not give the appellant an unfair advantage over other applicants who will not have had this opportunity through the normal application process.

Thereafter, if the applicant continues to be dissatisfied, the appellant should contact the Registrar & Secretary in writing. The decision of the Registrar and Secretary is final.

#### 4.3 Complaints

A complaint is distinct from an appeal as a complaint refers to how the application decision was reached rather than the decision itself.

A complaint should be dealt with quickly and as close as possible to the point at which it arises. Applicants should be advised that, if they are not satisfied with the way in which an application has been considered, they should first write to or speak with the Admissions Tutor concerned.

If they remain dissatisfied, they should contact the Head of School.

In responding to such cases, the Admissions Tutor or Head of School may wish to seek advice, if necessary, from the Admissions Manager (Registry)

Thereafter, if applicants continue to be dissatisfied, they should contact the Registrar & Secretary in writing. The decision of the Registrar and Secretary is final.