

Admissions Policy - Feedback, Appeals and Complaints

7.1 Feedback

Applicants for full time undergraduate and PGCE courses are notified of the decision via UCAS or UCAS Teacher Training. Applicants are able to request feedback on decisions at any stage in the admissions cycle. Admissions Tutors and Admissions Office staff will, therefore, make sure that detailed records are held, which can be drawn on when required.

The University treats all applications fairly and without prejudice.

7.2 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 about why their application was unsuccessful from the Admissions Tutor.

If the situation is not resolved, the next stage is to make a formal appeal, in writing, to the Pro Vice Chancellor (Student Experience) or nominated Head of Academic Department. Any appeal must be made, in writing, within one month of the formal decision on the application being issued to the applicant, stating clearly that it is an appeal and the grounds of that appeal.

In responding to such cases, the Admissions Tutor or Pro Vice Chancellor (Student Experience) or nominated Head of Academic Department may wish to seek advice, if necessary, from the Head of Admissions. An initial response will be made within one week of receiving the letter of appeal and, where necessary, further investigations will be made within an additional three weeks.

Applicants are advised 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 will 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 write to the Deputy Vice-Chancellor who will review all the available information. The decision of the Deputy Vice-Chancellor is final.

7.3 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 closely 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 Head of Admissions or the Admissions Tutor concerned.

If they remain dissatisfied, they should write to the Pro Vice Chancellor (Student Experience) or nominated Head of Academic Department. Any complaint must be made, in writing, within one month of the alleged incident(s) that gave rise to the complaint.

In responding to such cases, the Admissions Tutor or Pro Vice Chancellor (Student Experience) or nominated Head of Academic Department may wish to seek advice, if necessary, from the Head of Admissions. An initial response will be made within one week of receiving the letter of complaint and, where necessary, further investigations will be made within an additional three weeks.

If the Pro Vice Chancellor (Student Experience) or nominated Head of Academic Department decides that the complaint relates to the service provided by the Admissions Office, s/he will refer the matter to the Director of Admissions and Academic Registry who will deal with it in accordance with the University's Student Complaints Procedure.

Thereafter, if the applicant continues to be dissatisfied, they should contact the Deputy Vice-Chancellor in writing who will review all the available information. The decision of the Deputy Vice-Chancellor is final.

All written appeals and complaints should be submitted via the Admissions Office.

7.4 Data protection and confidentiality of appeals or complaints

Appeals and complaints can only be undertaken by the applicant. Correspondence regarding an application to the university will be with the applicant in all cases unless the applicant has given their written consent to the University to correspond with someone else such as a parent or careers advisor.