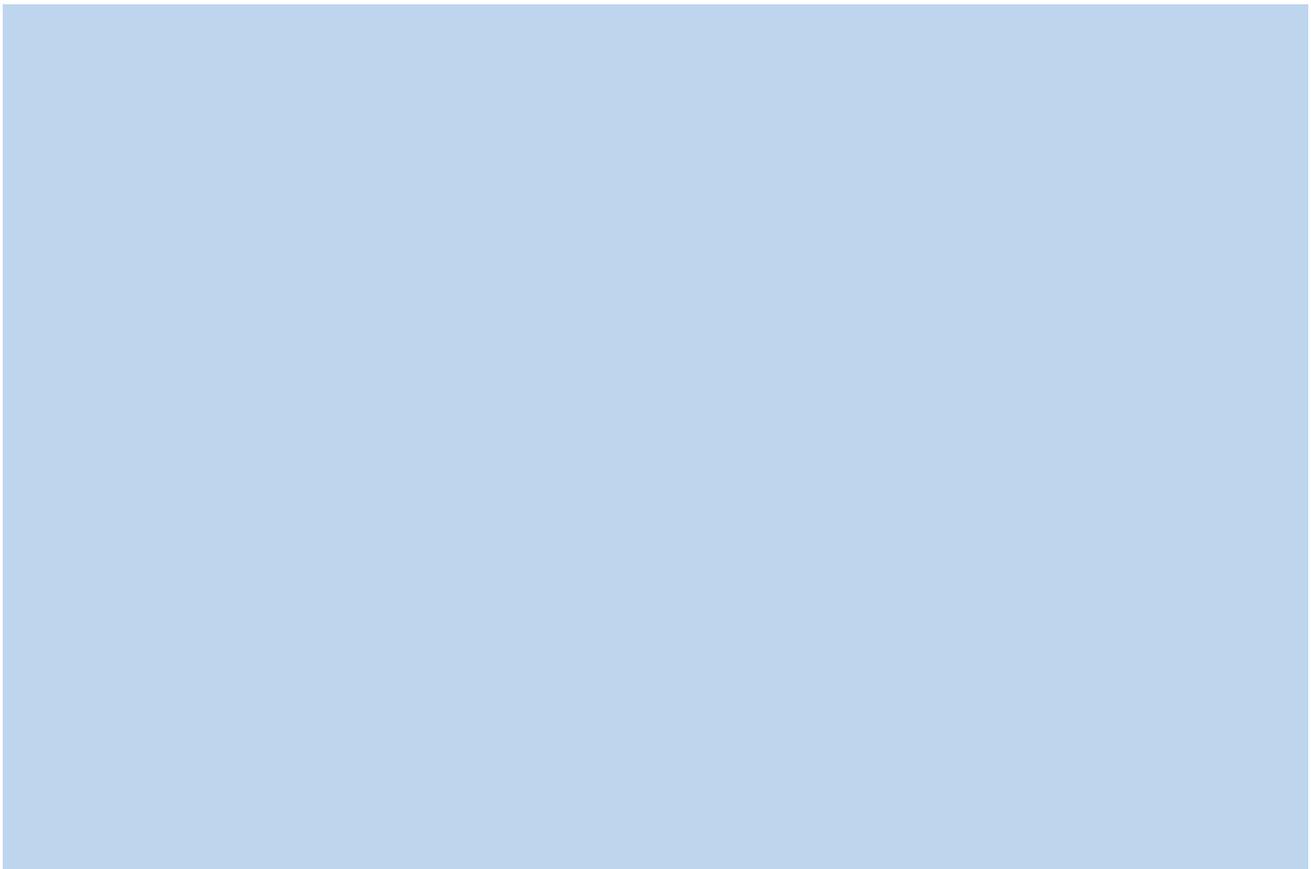




Admission to Higher Education Appeals and Complaints Procedure



Document change control

Document title:	Admission to Higher Education Appeals and Complaints Procedures
Audience:	Applicants to Higher Education Courses
Version:	V3
Approved by:	Academic Board
Date approved:	29/01/2020
Date of next review:	August 2021
Document author(s):	Head of Quality
Date issued:	29/01/2020
Document reference:	Admission to Higher Education Appeals and Complaints Procedures V3

Revision history

Version	Type (e.g. replacement, revision etc...)	Date	History (reason for changes)
V1	New	Sept 2016	Specification of a separate procedure for admissions complaints and appeals
V2	Revision	Sept 2018	Revision due to College restructure and GDPR
V3	Revision	Jan 2020	Revision due to College restructure

Monitoring and review

This policy will be reviewed by the Academic Board at least every 2 years.

Related Polices/Procedures/Regulations

- Higher Education Admissions Policy
- Admission to HE Appeals and Complaints Policy
- Information and Records Management Policy
- Higher Education Recognition of Prior Learning Policy
- Higher Education Recognition of Prior Learning Procedures

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1. Executive Summary

This document outlines the processes that the College has in place to manage an appeal or complaint made by an applicant to a higher education programme. This document should be read alongside the College’s “Admission to Higher Education Appeals and Complaints Policy”.

2. Definitions

2.1. Definition of Admissions Appeals

An appeal is defined as a request for the reconsideration of a decision on an application. The outcome of a successful request to appeal would be to reconsider the candidate’s application with a view to upholding or changing the original decision.

- An appeal may relate to the following areas within the application process:
- the decision to interview
- the decision to make an offer
- the content of the offer
- the decision to reject on exam results
- the decision to reject an application for Recognition of Prior Learning.

2.2. Definition of Admissions Complaints

Complaints are defined as relating to the services offered by the College or the actions or behaviour of a member of staff during the admissions process.

3. The Appeals Procedure

3.1. Initial Contact

Applicants who are dissatisfied with an admissions decision may submit an appeal in writing to the Governance and Regulatory Frameworks Lead at appeals@bradfordcollege.ac.uk. The Appeals procedure can only be used where there are adequate grounds for doing so and may not be used simply because a candidate has been unsuccessful with his or her application.

There is no provision for appeal against the academic or professional judgement of those making the decision on applications (see grounds for appeal section 3.3).

3.2. Information required

The appeal must include the following information:

- applicant's name
- applicant's address
- UCAS or other application reference number where applicable
- the programme applied for
- the information they have already received.

3.3. Grounds for Appeal

There are a number of grounds for making an appeal and at least one must be specified in the letter. The grounds for appeal are as follows:

- there is evidence that procedure was not followed correctly;
- there is new evidence which the applicant can provide, and valid reasons for not having provided it previously are stated. (If no good reason is given as to why this information was not previously available then it will not be considered);
- there is evidence that the College has demonstrated bias or prejudice in the treatment of the application.
- Please note that all relevant information should be submitted at this time and that it is not possible to consider information which is submitted at a later point in the appeals process without good reason. Appeals can only be considered if received within 10 working days of the original despatch of information about an interview, offer or rejection decision.

Verbal discussions regarding the details of the appeal will not be entered into.

3.4. Stage 1 – Receipt of Appeal

Receipt of the appeal will be acknowledged in writing normally within 5 working days of the date of receipt. The Governance and Regulatory Frameworks Lead will assess the grounds on which the appeal is based to determine whether they are valid.

If it is found that there are no valid grounds for appeal, the appeal will not be progressed any further and the applicant will be informed of this usually in writing and normally within 10 working days of receipt of the appeal. The decision of the Governance and Regulatory Frameworks Lead is final and the applicant does not have further recourse under these procedures.

3.5. Stage 2 – Investigation of Appeal

If the grounds stated are assessed as valid, the appeal will be passed to both the appropriate Admissions Tutor and the Head of Student Recruitment for consideration. A formal response will be issued by letter normally within 10 working days. This response will have one of the following outcomes:

- the decision under appeal will be reviewed and the same decision will be arrived at.
- the decision under appeal will be reviewed and a different decision will be arrived at.

3.6. Stage 3 – Unsatisfactory resolution

If the appeal is not resolved to the satisfaction of the applicant s/he may write to the Governance and Regulatory Frameworks Lead within 10 working days of dispatch of the formal response stating the reason for their dissatisfaction.

Appeals at this stage will only be considered valid on the grounds that the College has failed to follow the procedure as stated in this document.

The Head of Quality will assess the validity of any appeals at this stage and will respond within 10 working days by letter to inform the applicant whether the appeal was successful or not. The decision of the Head of Quality is final and the applicant does not have further recourse under these procedures.

3.7. Timescales

The time scales for the process are stated above. All relevant information should be submitted at the point of contact with the college to begin the procedures. It is not possible to consider information which is submitted at a later point in the complaints process unless new evidence has come to light which shows this could not reasonably have been expected to be produced at the submission of the complaint.

4. The Complaints Procedure

There are two routes for complaints:

- Informal (verbal)**
- Formal (written)**

4.1. Informal – Stage 1

Informal complaints may be made verbally to the Head of Student Recruitment, normally within 2 working days of the event or incident to which they relate and no more than 5 working days. This would enable the admissions staff to gather information about the event or incident in a timely manner.

4.2. Formal – Stage 2

Applicants who remain dissatisfied or have a more serious complaint may make a formal complaint in writing. This complaint should be addressed to the Governance and Regulatory Frameworks Lead at complaints@bradfordcollege.ac.uk and be submitted no later than 10 working days after the event or incident. The complaint must include the following information:

- applicant's name
- applicant's address and contact details
- applicant's UCAS/GTRR number where applicable
- the programme applied for
- the information they have already received
- the nature of their complaint and any supporting evidence
- a reasonable outcome which the applicant feels would be an appropriate response.

The complaint will be investigated by the Governance and Regulatory Frameworks Lead (or nominee) who will reply to the applicant in writing, normally within 10 working days.

4.3. Formal – Stage 3

If the applicant remains dissatisfied with the decision s/he may write to the Head of Quality explaining why they remain dissatisfied and, in respect of the complaint, what they would have hoped the outcome would have been.

The Head of Quality will normally respond within 10 working days. This decision is final and the applicant does not have further recourse under these procedures.

5. Retention of Information and records relating to Appeals and Complaints

By signing a letter of Appeal or Complaint an applicant is agreeing that the College can process the information it contains for all purposes relating to the Appeal and Complaints Admissions to Higher Education Procedure. This information and records will be kept in accordance with the General Data Protection Regulation Act (2018) and the College's "Information and Records Management Policy".

6. Monitoring of Appeals and Complaints

The College reviews the number and outcomes of Admissions Appeals and Complaints and may report on this to its formal committees.