

# Admissions, Appeals and Complaints Policy

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**Owner:** *Name:*  
*Job Title: Head of Registry*

**Approved by:** *Admissions Panel*  
**Approval date** *Date: 17<sup>th</sup> June 2021*  
*Academic Committee*  
*Date: 07<sup>th</sup> July 2021*

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## Policy version tracking

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1.0.	11 <sup>th</sup> September 2014	Approved by the Academic Framework and Regulations Committee	AFRC	Published
1.2.	August 2017	Updated to reflect organisational changes	Governance Advisor	Published
1.3.	April 2020	Updated to reflect organisational changes	Governance Advisor	Published
2.0.	July 2020	Approved by Senate.	Governance Advisor	Published
2.1.	July 2021	Updated to reflect organisational changes	Head of Registry	Published

## **Admissions Appeals & Complaints Policy**

### **1. Aims & objectives**

#### **1.1 Introduction**

Regent's University London (Regent's) receives applications each year through UCAS, direct applicants and agents for admission to the University's undergraduate and postgraduate programmes. Each application is carefully scrutinised by the relevant admissions team and in line with the University's commitment to a policy of equal opportunities, no student is subjected to less favourable treatment on the grounds of their sex, age, disability, religion, marital or parental status, social background, sexual orientation, or ethnic or national origin.

The Admissions Appeals & Complaints policy aims to safeguard the interests of applicants and provide a fair and consistent application process. The policy has taken into consideration the recommendations and expectations expressed by the Quality Assurance Agency (QAA) in the UK Quality Code, Advice and Guidance: Admissions, Recruitment and Widening Access.

In cases where a dispute arises as a result of the application process and / or decision, applicants should seek to resolve the issue informally, through discussion with the relevant member of Admissions staff. Where this is not possible and / or appropriate or this route has been exhausted, applicants may pursue their appeal or complaint through the formal process outlined in sections 4 and 5 of the Admissions Appeals & Complaints Policy.

Applicants can be assured that the formal submission of an appeal or complaint will not prejudice any opinion of the applicant, or be used to adversely affect any later dealings with the applicant, including any future applications.

### **2. Definition of appeals and**

#### **complaints Appeals**

For the purpose of this policy, an appeal has been defined as a petition to review a decision that has been made by the Admissions Office at Regent's regarding an application for admission.

#### **Complaints**

For the purpose of this policy, a complaint has been defined as an instance where an applicant wishes to express dissatisfaction with, or implementation of, the Admissions processes.

#### **Scope**

This policy is applicable to all applicants regardless of their chosen course of study; whether it is credit bearing or non-credit bearing.

This policy is applicable only to the following types of appeals or complaints:

- Complaints about the University's handling of a query or an application for admission;
- Complaints concerning the behaviour of a member of staff during the application process (e.g. during an interview);
- Appeals on the basis that an action or decision was not consistent with the University's Admissions policy;

- Appeals on the basis that an action or decision was not consistent with the University's Equality, Diversity and Inclusion Policy. The policy will not be applicable in cases where:
- An appeal or complaint is made regarding an academic judgement on the applicant's suitability to be granted admission on to a programme;
- An applicant has failed to satisfy the University's non-academic requirements in order to be admitted onto a programme of study;
- There is an anonymous submission of an appeal or complaint.

In cases where there are learning opportunities with others, (i.e. where the University has a collaborative agreement with another institution) this policy will not be applicable unless otherwise explicitly stated in the learning agreement.

### 3. Guiding principles

The principles which underpin the Admissions Appeals & Complaints Policy are that:

- The process is fair, effective, timely and comprehensible with appeals and complaints being resolved as quickly as possible and in a reasonable manner;
- Any investigations undertaken as part of the policy will be conducted by individuals who are independent i.e. have no prior knowledge of the applicant or the case;
- The applicant and relevant members of staff will be informed of the outcome of the appeal or complaint;
- Appropriate action will be taken to improve the University's procedures where the outcome of an appeal or complaint suggests that improvement is necessary.

### 4. Appeals process

Applicants who are dissatisfied with a decision made by Regent's during the admissions process may submit an appeal in writing to the Registry by completing the form in Appendix 1. The completed form together with any supporting evidence should be sent either by hard or electronic copy to the Registry within **15 working days** of the date of the outcome letter issued by the University's Admissions Office. The University reserves the right not to progress any appeal that is submitted outside of this deadline.

The Head of Registry or nominee will write to the applicant within **5 working days** to acknowledge receipt of the appeal.

The Head of Registry or nominee will initiate an investigation of the appeal and a response will be provided to the applicant within **15 working days** of receipt of the appeal. In exceptional circumstances, if it is not possible to complete the investigation within 15 working days, the applicant will be advised in writing of the reasons for the delay and given a date by which it is expected that the investigation will be completed.

The Head of Registry or nominee may request additional information from the applicant or relevant members of staff where further clarification is sought and, if necessary, may convene a meeting with the relevant members of staff to discuss the appeal.

Following the investigation of an appeal, the Head of Registry or nominee will have the following options available to them:

- Uphold the appeal – in which case the application for admission is to be reconsidered accordingly;
- Dismiss the appeal in cases where the applicant's appeal does not have any grounds for further consideration.

The decision reached by the Head of Registry or nominee will be final and will be communicated to the applicant within **5 working days**.

## 5. Complaints process

A complaint may be made about any aspect of the admissions process, where there are adequate grounds for doing so (as detailed under 'Scope'). The process may not be used in cases where an applicant has been unsuccessful with his / her application at any of the stages.

The University aims to resolve all complaints informally. Applicants are therefore expected to follow the informal complaints process in the first instance.

### Informal complaints process

An informal complaint may be made by contacting one of the Admissions Managers no later than **10 working days** of the of the perceived unsatisfactory circumstances occurring. The University reserves the right not to progress any complaint made after this deadline. This will help the University address the concern and take the necessary action(s) for future prevention.

### Formal complaints process

Where the informal complaints process has been exhausted and the applicant remains dissatisfied with the outcome, s/he may make a formal complaint by completing the form in Appendix 2. The complaint should be addressed to the Director of Recruitment & Admissions and be sent by either hard or electronic copy, no later than **5 working days** after the communication of the outcome of the informal complaints stage. The University reserves the right not to progress any complaint made after this deadline.

Copies of all documentation relating to the complaint should be submitted at this time. The University reserves the right not to consider information or documentation submitted at a later date without a justified reason as to why the information was not submitted with the formal complaint.

The Director of Recruitment & Admissions or nominee will write to the applicant within **5 working days** to acknowledge receipt of the complaint. Should the subject of the complaint be the Director of Recruitment & Admissions to ensure neutrality, then he or she will be replaced throughout this process by the Director of Enrolment Management

The Director of Recruitment & Admissions or nominee will initiate an investigation of the complaint

and a response will be provided to the applicant within **15 working days** of receipt of the complaint. In exceptional circumstances, if it is not possible to complete the investigation within **15 working days**, the applicant will be advised in writing of the reasons for the delay and given a date by which it is expected that the investigation will be completed.

The Director of Recruitment & Admissions or nominee may request additional information from the applicant or relevant staff where further clarification is sought or if deemed necessary.

Following the investigation of the appeal, the Director of Recruitment & Admissions or nominee will have the following options available to them:

- Uphold the complaint – in which case the application is to be reconsidered accordingly;
- Dismiss the complaint in cases where the applicant's complaint does not have any grounds for further consideration.

The decision reached by the Director of Recruitment & Admissions or nominee will be communicated to the applicant within **5 working days**.

## Appealing the outcome of the formal complaint

In cases where the applicant believes that the Admissions Complaints Process has not been followed correctly or their complaint has not been appropriately addressed, or the decision regarding the outcome of their complaint is unreasonable; they have the right to appeal against the decision made at the formal complaints stage. New evidence may be considered at the discretion of the University provided that there is a justified reason as to why the evidence was not provided at the beginning of the formal investigation stage.

In such cases, the Appeals Form (appendix 1) must be sent, either by hard or electronic copy, with full supporting evidence to the Head of Registry, who will review the appeal and decide whether there is any new evidence that has come to light or whether the Admissions Complaints Procedure has not been followed correctly.

All appeal forms should be submitted within **5 working days** of notification of the outcome of the formal stage of the Admissions Complaints Process. The University reserves the right not to progress any appeal which is submitted outside of this deadline. An appeal form submitted without adequate grounds and / or evidence will be dismissed.

The Head of Registry or nominee will acknowledge receipt of the appeal form within **5 working days** and will review the form. The Head of Registry or nominee will have the following options available to them:

- Uphold the appeal and decide upon an appropriate resolution.
- Uphold part, but not all, of the appeal and decide upon an appropriate resolution.
- Dismiss the appeal.

The decision reached by the Head of Registry or nominee will be communicated to the applicant within **5 working days**. The decision of the Head of Registry or nominee is final.

## 6. Data Protection

By signing the form for an Appeal or Complaint, the applicant agrees that the University can process the information it contains for all purposes relating to the Appeal and Complaints procedure for applicants and their application to the University. Information will be stored and processed in accordance with the University's registration under the Data Protection Act (1998). It may be disclosed to members of the University who have a need to see it and will be stored as part of the applicant's application to the University.

## 7. Monitoring of the policy

The University regularly monitors the number and outcome of Appeals and Complaints and reports this to internal quality assurance forums with a view to improving customer service. Data on the number of complaints and appeals and outcomes of these will be reported to the Admissions Panel. Monitoring reports will not contain any personally identifiable information.

## Appendix 1 – Regent’s University London Admissions Appeal Form

This form is to be completed to appeal the outcome of an application decision or the outcome of a formal complaint that has been submitted to the University with regard to the admissions process.

Please ensure that you have read the University’s Admissions Appeals & Complaints Policy before completing this form.

### Section A: Personal details

Title:	
First name:	
Surname:	
Programme / course applied for:	
Address line 1:	
Address line 2:	
Address line 3:	
Town / City:	
Country:	
Postcode:	
Daytime telephone:	
Email address:	
Date of form submission:	

### Section B: Nature of your appeal

Please set out the key points of your appeal.

*This account must be supported by evidence, which must be attached to this form (please see section E). Please continue on a separate sheet if necessary.*



**Section C: Action taken so far**

Please provide an explanation of why you are not satisfied with the outcome of your application decision or are dissatisfied with the response you have received to your formal complaint.

*Please attach copies of any related correspondence (please see section E). Please continue on a separate sheet if necessary:*



**Section D: Desired outcome**

Please outline what action you would like to see taken in the event of a successful appeal and why you believe this action would be appropriate.

*Please continue on a separate sheet if necessary:*



**Section E: Supporting documentation**

Please list any documentary evidence that you have attached in support of your appeal. If you are submitting new evidence, please explain why this was not submitted at an earlier stage.

*This may include signed witness statements, letters, emails and any other relevant information. Please state the length of each item of evidence (e.g. number of pages).*

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Please be aware that it is an applicant's responsibility to provide evidence in support of their appeal and subsequent documentation shall only be accepted at the discretion of Regent's University London if it forms written proof of points covered in this form. Additional information not originally provided may be requested by the University at any stage of the investigation.

**Section F: Declaration**

I confirm that the information given in this form and any additional documentation which I have provided is true, accurate and correct to the best of my knowledge and I would be willing to answer further questions relating to it if necessary. I accept that the University may need to share information with other persons or organisations as part of any investigation to resolve my complaint.

Signature:	
Date:	

Please submit this form and any associated documents relating to your appeal to the Head of Registry at the following address:

Quality Team  
Registry  
Regent's University London  
Inner Circle  
Regent's Park  
London  
NW1 4NS  
United Kingdom

Email: [qualityoffice@regents.ac.uk](mailto:qualityoffice@regents.ac.uk)

## Appendix 2 – Regent’s University London Admissions Complaints Form

This form is to be completed to request consideration of a complaint at the formal stage of Regent’s University London’s Admissions Complaints Process.

Please ensure that you have read the University’s Admissions Appeals & Complaints Policy before completing this form.

### Section A: Personal details

Title:	
First name:	
Surname:	
Programme / course applied for:	
Address line 1:	
Address line 2:	
Address line 3:	
Town / City:	
Country:	
Postcode:	
Daytime telephone:	
Email address:	
Date of form submission:	



**Section B: Nature of your complaint**

Please set out the key points of your complaint.

*This account must be supported by evidence, which must be attached to this form (please see section E). Please continue on a separate sheet if necessary:*

**Section C: Action taken so far**

Please outline the steps you have taken to resolve your complaint informally.

<b>Member(s) of staff with whom your complaint was discussed:</b>	
<b>Date(s) of discussions:</b>	

Please describe any action taken so far and set out the reasons why you believe the informal resolution of your complaint was unsuccessful, or why you are dissatisfied with the informal response to your complaint.

*Please attach copies of any related correspondence (please see section E). Please continue on a separate sheet if necessary:*

**Section D: Desired outcome**

Please outline what action you would like to see taken in the event of a successful complaint and why you believe this action would be appropriate.

*Please continue on a separate sheet if necessary:*

### **Section E: Supporting documentation**

Please list any documentary evidence that you have attached in support of your complaint. If you are submitting new evidence, please explain why this was not submitted at an earlier stage.

*This may include signed witness statements, letters, emails and any other relevant information. Please state the length of each item of evidence (e.g. number of pages).*

Please be aware that it is an applicant's responsibility to provide evidence in support of their appeal and subsequent documentation shall only be accepted at the discretion of Regent's University London if it forms written proof of points covered in this form. Additional information not originally provided may be requested by the University at any stage of the investigation.

### **Section F: Declaration**

I confirm that the information given in this form and any additional documentation which I have provided is true, accurate and correct to the best of my knowledge and I would be willing to answer further questions relating to it if necessary. I accept that the University may need to share information with other persons or organisations as part of any investigation to resolve my complaint.

Signature:	
Date:	



Please submit this form and any associated documents relating to your appeal to the Director of Recruitment & Admissions at the following address:

Director of Recruitment &  
Admissions  
Regent's University London  
Inner Circle  
Regent's Park  
London  
NW1 4NS  
United Kingdom

Email: [admit@regents.ac.uk](mailto:admit@regents.ac.uk)