

Higher Education Quality and Standards

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Description:

This Code of Practice only relates to appeals and complaints by applicants who are applying, but not enrolled on a programme of study within the Institute's Higher Education portfolio. The objective of Grimsby Institute of Further and Higher Education is to provide the highest quality services and facilities to all its applicants, however, if there are areas of our provision in relation to admissions which concern you, or about which you wish to complain or appeal, these pages tell you how to go about it. You should note that all appeals and complaints in the first instance should be logged with the HE Admissions and Administration office. In using this code of practice other documents may need to be considered:

Document Reference:

- CoP Higher Education Admissions QAAAd.

If you need any further advice on how the regulations work, you should contact the Quality and Standards Department.

Department Contacts: Quality and Standards (Higher Education)
Room: 3H06 (01472) 311222

Additional guidance can be obtained by visiting www.qaa.ac.uk and referring to UK Quality Code for Higher Education, Chapter B2: Admissions 2011

**This document is available in alternative forms on request
from the Quality and Standards Department**

1: Introduction

- 1.1 This Code of Practice provides a mechanism for candidates to make an appeal against the unsuccessful outcome of their application as a result of an academic decision, or to make a complaint regarding the way their application was processed. Whilst the majority of applicants acknowledge the decisions made regarding admissions, the Institute is committed to ensuring that all applicants have the opportunity to make an appeal against an admissions decision, or raise a complaint regarding an experience encountered within the admissions process.
- 1.2 In all circumstances the Institute is committed to expediting an applicant's complaint or appeal in the most efficient way possible and in a manner that is appropriate to the level of investigation required. All appeals and complaints are treated with appropriate seriousness in a fair and understanding manner.
- 1.3 Applicants can be assured that they will not be discriminated against or victimised in the submission of an appeal against the admissions decision or complaint.
- 1.4 Applicants may make an appeal in situations where any new information that was not previously included in their initial application can be provided. Additionally, applicants may support their appeal request by submitting letters of support from tutors or other persons who can provide relevant information on academic, experiential and personal attributes.
- 1.5 The Code of Practice may only be applied by the applicant themselves and not by someone acting on their behalf. However, a candidate may obtain advice and/or support in the preparation of their appeal or complaint.
- 1.6 The code is not applicable to complaints about issues over which the Institute has no control e.g. the length of time taken by the Student Loan Company to assess a student's financial eligibility.
- 1.7 Whilst the Institute will endeavour to investigate and address any issues raised anonymously as far as it is possible to do so, such issues are not covered by the provisions of this Code.
- 1.8 This Code of Practice is written in such a way that encourages applicants to receive satisfactory feedback regarding the outcome of any admissions decision before a formal complaint or appeal is lodged.
- 1.9 Applicants must note that complaints and appeals in the first instance should be logged with the HE Admissions and Administration Office, 0H01, Grimsby Institute of Further and Higher Education, Grimsby, NE Lincolnshire, DN34 5BQ or for Yorkshire Coast College, to the HE Quality Officer, Reception, Westwood campus

2: Admissions Feedback

- 2.1 Admissions tutors/ officers will normally provide verbal feedback to applicants when an admissions application is declined. Whilst verbal feedback may be given over the phone, HE Administration and Admissions officers must in every instance convey this decision formally via letter to the applicants address as stated on their application form.
- 2.2 HE Administration and Admissions officers must ensure feedback on the admissions decision is communicated to the applicant as soon as possible and normally within 10 days.
- 2.3 If an applicant requires additional feedback (following written feedback from the HE Administration and Admissions office and with the intention of better understanding any previous feedback provided over the phone or via letter), the applicant should contact the Higher Education HE Administration & Admissions Office or for Yorkshire Coast College, to the HE Quality Officer, Reception, Westwood campus

2.4 HE Administration & Admissions Officers must arrange for additional feedback to be received by the applicant as soon as possible and normally within a 5 working day turnaround from the date of request were practicable. This may be verbal or written at the discretion of the admissions tutor.

3: Key Members of Staff

3.1 Admissions complaints and appeals are investigated by the Admissions Investigations Officer nominated by the Quality and Standards department and presented to the Dean of the relevant faculty for response.

3.2 Applicants may be invited to an interview with the Faculty Dean, Head of School, Admissions Investigation officer and/or the Director of Quality and Standards for Higher Education.

4: Complaints and Appeals: Process and Timescales

4.1 In every instance an Admissions Appeals / Complaints form AAC1 ([Appendix 1](#)) should be completed with any supporting information (where applicable) that may not have been available on the original application.

4.2 Appeals and complaints must be submitted within 15 working days of receiving the original admissions decision. Thereafter, the Institute may reserve the right not to consider the appeal or complaint unless there are justifiable circumstances.

4.3 At all the stages of any feedback meeting, appeal or complaint an applicant has a right to be accompanied by a friend, who must not be a lawyer acting in a professional capacity. The friend may not speak on behalf of, or otherwise represent the interests of the individual concerned, unless invited to do so by the Institute.

4.4 Applicants may be asked to provide any further information that the Institute deems appropriate to the nature of the complaint and to assist in the investigation. Failure to provide such information requested may result in the investigation not being completed.

4.5 The HE Quality and Standards Office must formally reply to the applicant to acknowledge receipt of the Admissions/ Complaints form as soon as possible and normally within 5 days.

4.6 Applicants where practicable must be informed of the full outcome of their admissions appeal and/or complaint within 20 days of form the ACC1 being submitted. Notification will be in the form of letter to the address provided on form AAC1 and will be provided by the Institute's HE Quality and Standards Office

4.7 If it is not possible to do provide a full response within 20 days of receipt of form ACC1, the HE Quality and Standards Office shall write to the applicant within 20 working days of the complaint being submitted or referred, setting out:

- i. their response to those elements of the complaint, if any, for which they have been able to produce a full response
- ii. the reasons why they have not been able to provide a full response to the remaining elements
- iii. the date by which it is anticipated that they will provide the complainant with a full response to the remaining elements of the complaint, which shall normally be no more than 40 working days after the complain was submitted or referred.

4.8 At the point where institutional procedures have been completed, the person complaining or appealing should expect to be provided by the institution with a clear written statement, confirming that its internal procedures have reached completion and the outcome that has been reached. This is widely referred to as a 'completion of procedures letter.'

4.9 If in the view of the complainant the appeal or complaint has not been dealt with in a reasonable manner and appropriately resolved, the complainant may be able to refer to the relevant University complaints

procedures. For information regarding this process the complainant may seek advice from the Quality and Standards department at the Institute.

4.10 For a summary of stages and timescales see [Appendix 2](#)

5: Special Circumstances

5.1 Where the complaint is against a Dean or Head of School, the complaint will be referred to the Vice Principal for Curriculum and Quality.

5.2 In instances where the Vice Principal, Dean or Head of School is known to the complainant through personal circumstance or through association with matters relating to those outside of the Institute, the complaint will be referred to another member of staff or equivalent standing within the Institute who has no prior involvement. This precept is specified in order to secure fairness to all parties involved in the complaint and that those investigating or deciding on complaint outcomes act impartially.

6: Monitoring and Review

6.1 Annual statistics relating to the number, nature, context and outcome of formal admissions appeals and complaints are generated annually for quality assurance purposes and to permit the Institute to monitor themes or trends at Institutional level and to subsequently improve its services and provisions

**HE Admissions
Appeals & Complaints Form AAC1**

For Grimsby Institute students this form must be returned to the HE Administration and Admission Office (OH01) Nuns Corner, Grimsby, DN34 5BQ, as soon as possible.

For Yorkshire Coast College students this form must be returned to the HE Quality Officer, Reception, Westwood campus

Name:	
Address:	
Contact Tel No:	
Programme level: MSc / MA / PGCE / BA / BSc / FdA / FdSc / FdEd / Dip HE / HND / HNC <i>(circle)</i> Name of Programme: _____ Mode of Study: <i>(please tick)</i> Part-time <input type="checkbox"/> Full-time <input type="checkbox"/>	
Please state the details of your appeal or complaint (include additional sheets if required)	
Supporting documentation is attached: YES <input type="checkbox"/> NO <input type="checkbox"/>	
Signed:	Date:

HE Admissions Appeals & Complaints

How To:

- **Make an appeal against an academic decision**
or
- **Raise a complaint regarding a situation experienced as an applicant**

