

Title:	Complaints on Admissions & Appeal Against Admissions Decision Policy
Policy Number:	P011
Approval Date & Version:	March 2022, Ver. 1.2
Approved by:	Academic Board (AB)
Next Review Date:	January 2024

External Reference Points:

External Source	Reference Points
UKQC- Core Practices	<ul style="list-style-type: none"> The provider has a reliable, fair and inclusive admissions system. The provider has fair and transparent procedures for handling complaints and appeals which are accessible to all students.
UKQC- Advice and Guidance	<ul style="list-style-type: none"> Admissions, Recruitment and Widening Access
Awarding Body Reference	<ul style="list-style-type: none"> Competition and Market Authority (2015), "UK higher education providers – advice on consumer protection law- Helping you comply with your obligations", 12 March 2015, CMA33. Consumer Protection from Unfair Trading Regulations 2008 (CPRs). Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (CCRs). Guidance published by SPA (Supporting Professionalism in Admission).
Other reference Points	<ul style="list-style-type: none"> NCL Strategic Plan 2020-25 Recruitment, Selection and Admissions Policy Student Complaints Policy and Procedures

1. Aims of the Policy:

1.1. The aim of the policy is to ensure that fairness and reliability are embedded principles within student admissions, student recruitment and student selection processes.

1.2. The policy allows prospective students (i.e. applicants) to make a complaint on matters related to application, selection and admission processes.

1.3 The policy allows prospective students (i.e.- applicants) to make an appeal against any admission decision

2. Policy:

2.1. The policy enables the College to have a clear articulated and transparent process for handling complaints of prospective students in any one or all of the following areas:

2.1.1. Customer Services

- 2.1.2. Admissions & Selection Process
- 2.1.3. Information on Courses
- 2.1.4. Admission Decisions

3. Feedback regarding 'Admissions Decision':

- 3.1. Any applicant who wishes to obtain feedback regarding the decision made in respect of his or her application for admission should contact the Head of Programme Delivery (LMU programmes) / Head of Academic Services (HND Programmes).

4. The Admission Appeals Procedure:

- 4.1. If a prospective student wishes to lodge an appeal with regard to the 'admissions decisions', then such an appeal should first be raised informally and immediately with the responsible person concerned.
- 4.2. If the prospective student is not satisfied with the informal resolution, then a formal appeal about an 'admissions decision' may only be submitted on the following grounds:
- 4.2.1. procedural irregularity (e.g. failure to make a decision within the correct timeframe);
 - 4.2.2. new information which may have affected the decision (with reasons why it was not made available at the time of application);
 - 4.2.3. evidence of any action or decision which is not consistent with the College's 'Recruitment, Admissions and Selection Policy' and 'Equality and Diversity Policy'.
- 4.3. Unless any of the above grounds of a formal appeal exist, the College's decision to not to offer a place on the programme is final. It is to be noted that a student cannot make an appeal against an academic judgement may have informed the admission decision.
- 4.4. The College will accept an appeal against an admission decision only in circumstances where an applicant alleges and can provide evidence that prejudice or bias has influenced an outcome, or where it is alleged that procedural irregularities may have occurred during the admissions process. An appeal / complaint relating to academic judgment will not be considered.
- 4.5. The prospective student should normally raise the matter within 10 working days of receiving confirmation of the application decision.
- 4.6. All Appeals should be addressed to the Head of Programme Delivery (LMU Programmes) / Head of Academic Services (HND Programmes), with accompanying evidence supporting the grounds of the appeal, in order that the case may be systematically reviewed. The relevant circumstances will then be investigated in full. An appeal hearing may be arranged if necessary. This will normally take place within ten working days of receiving an appeal.
- 4.7. Should a mutually acceptable resolution not be reached through this process, the applicant can request a final review by the Principal of the College, who will normally

within ten working days issue a formal written judgement to the applicant.

- 4.8. Prospective applicants are not normally eligible to seek a review of their appeal by the Office of the Independent Adjudicator (OIA).

5. The Admission Complaints Procedure:

- 5.1. If a prospective student wishes to lodge a complaint about their concerns with regards to the admission process, then such complaint should be first raised informally and immediately with the responsible person concerned.
- 5.2. If a student is not satisfied with the informal resolution, then a formal complaint may only be submitted on the following grounds:
- 5.2.1. procedural irregularity;
 - 5.2.2. professional conduct of staff;
 - 5.2.3. service standards;
 - 5.2.4. evidence of any action or decision which is not consistent with the College's 'Recruitment, Admissions and Selection Policy' and 'Equality and Diversity Policy'.
- 5.3. The complaint must be made by an individual. Complaints made by third parties will not normally be considered.
- 5.4. The prospective student should normally raise the matter within 10 working days from the date of the incidents/events which give rise to the complaint.
- 5.5. All Complaints should be addressed to the Head of Programme Delivery (LMU Programmes) / Head of Academic Services (HND Programmes), with accompanying evidence supporting the grounds of the complaint. The relevant circumstances will then be investigated in full. A complaint hearing may be arranged if necessary. This will normally take place within ten working days of receiving a complaint.
- 5.6. Should a mutually acceptable resolution not be reached through this process, the applicant can request for a final review of complaint by the Principal of the College, who will normally within ten working days issue a formal written judgement to the applicant.
- 5.7. Prospective applicants are not normally eligible to seek a review of their complaint by the Office of the Independent Adjudicator (OIA).

6. Monitoring and Evaluation:

- 6.1. Some common sources of monitoring and evaluation include analysis of number of appeals against admissions decisions and student feedback.

(Appeal Against Admissions Decision Form is annexed to this policy)