



## **Admissions Complaints and Appeals Policy**

The process of admissions relates from the period of initial enquiry to the completion of enrolment.

A complaint is usually a concern about a procedural or administrative error. We aim to deal with complaints flexibly and quickly and as close as possible to the point at which it arises.

A challenge to the admission decision is normally a request for a formal review of the outcome of a selection decision.

### **Making a complaint or challenge**

An applicant is asked to contact the Head of Training outlining the complaint or challenge. Most complaints or challenges can be resolved satisfactorily at an early stage and in many cases a response and explanation by the Head of Training will resolve the matter.

If the applicant is not content with the response given, they will be asked to make a formal complaint or challenge, the procedure for which is as follows:

- The complaint or challenge must be made within 20 working days after the communication of the admission decision or after the cause of the complaint
- A formal complaint or challenge should be made in writing to the Head of Training who will acknowledge receipt.
- The external moderator (or nominated external alternative) will conduct an initial investigation within 20 working days of appointment. Where further evidence is required to support the complaint or challenge this must be received within 10 working days of the written request unless there is an exceptional reason why the required evidence cannot be provided.
- The external moderator (or nominated external alternative) will consider the case and make a decision based on the facts and evidence provided and whether the complaint or challenge will be upheld or if any further action is needed.
- The applicant will receive a written response to the applicant's complaint or challenge within 20 working days. This written response will mark the completion of the complaint or challenge and the external moderator (or nominated external alternative) will not be expected to enter into any further communication on the matter.
- The external moderator's (or nominated external alternative) decision is final and no further appeal or review is permitted.