



## Admissions Complaints Policy

The process of admissions relates from the period of initial enquiry to the completion of enrolment. We aim to deal with complaints flexibly and quickly and as close as possible to the point at which it arises.

Where an applicant feels an administrative or clerical error has been made in the admissions process, or where it is believed that an important component of their application has been overlooked, the applicant may challenge the decision and request that the decision be reviewed by the Principal. In such circumstances, applicants are asked to review the **Matrix Admissions Policy** as complaints received on the basis of interview/selection decisions will be automatically closed and no further action taken.

### Making a complaint

An applicant who wishes to make a complaint is asked to contact the Principal in writing, in the first instance, outlining the nature of their grievance, no later than 20 working days from the date of the incident or issue upon which their complaint is based. Most issues can be resolved satisfactorily at an early stage and in many cases a response and explanation by the Principal may be sufficient to resolve the matter.

If the applicant is not content with the response provided, they will be invited to make a formal complaint, which must be made no later than 20 working days from receipt of the Principal's response.

To make a formal complaint, the applicant should state their grievance in writing, to the Principal, setting out clearly the grounds for their complaint, and should provide evidence to support any claims made. A complaint must also set out in clear and unambiguous terms what remedial action or outcome the applicant is seeking.

Upon receipt of a formal complaint the Principal will review the information and evidence provided and will acknowledge receipt. Please note that the Principal reserves the right to unilaterally dismiss any complaint which is perceived to be either malicious or vexatious in nature, or where a complaint is being made to intentionally cause nuisance or otherwise unduly occupy Matrix staff.

Where the grounds for a complaint appear to be legitimate, the Principal will appoint an external moderator within 20 working days. An external moderator will, in most cases:

- Conduct an initial investigation within 20 working days of appointment. Where further evidence is required to support the complaint this must be received within 15 working days of the written request unless there is an exceptional reason why the required evidence cannot be provided.

- Consider the case and make a decision based on the facts and evidence provided, and will determine whether the complaint should be upheld and/or whether any further action is needed.
- Provide a written response to the applicant's' complaint within 10 working days of their investigation. This written response will mark the completion of the complaint and the external moderator will not be expected to enter into any further communication on the matter.
- The external moderator's decision is final and no further appeal or review is permitted.

