



Admissions Complaints and Appeals Policy

The process of admissions runs 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 Principal outlining the complaint or challenge within 2 months of the problem causing the issue. Most complaints or challenges can be resolved satisfactorily at an early stage and in many cases a response and explanation by the Principal 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 formal complaint or challenge must be made within 20 working days after the communication of the admission decision or after the cause of the complaint
- The formal complaint or challenge should be made in writing to the Principal who will acknowledge receipt.
- An external moderator will conduct an initial investigation within 15 working days of appointment. Where further evidence is required to support the complaint or challenge 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.
- The external moderator 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' formal complaint or challenge within 10 working days. This written response will mark the completion of the complaint or challenge 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.