

Appeals and Complaints Procedure for Enquirers and Applicants

1. Scope: This procedure is applicable to all enquirers and applicants for registration to courses of study at Bangor University.

2. Purpose of the procedure

The University has established an Appeals and Complaints Procedure for Enquirers and Applicants to support the fair admissions policy and ensure the rights of all enquirers and applicants and to safeguard their interests. Invoking this policy will not disadvantage enquirers or applicants in any way.

3. Definitions

- 3.1 Appeal:** a request for the reconsideration of a decision on an application. A successful appeal would result in the reconsideration of the application. This may lead to either changing or upholding the original decision.
- 3.2 Complaint:** a complaint applies to the services or facilities provided by the University or to the actions / behaviour of a member of staff during the process. A successful complaint submission would result in, for example, an apology and / or an agreement to review existing practices and procedures with a view to improving the service provision.
- 3.3 Academic or professional judgement:** The consideration and matching of qualifications (incl. English language requirements where applicable) and /or experience to the course entry requirements.

4. Grounds for Appeal or Complaints

Grounds to appeal or complain are:

- 4.1** Procedural irregularity, where the enquirer / applicant believes that the University has not adhered to its own stated procedures;
- 4.2** The submission of new material information which may have affected the decision. Had this information been available or known to the applicant at the time of application but was not included for whatever reason, it will not be considered as new material information. The applicant must provide details of why the new material information was not made available at the time of application.
- 4.3** Evidence of bias or prejudice.

PLEASE NOTE: there is no provision for appeal against the academic or professional judgement of those making the decision on an application.

5. Time limits

The appeal / complaints procedure (Stage 2) must be invoked within 15 days of a decision or incident.

Normally a response to the complaint will be provided within 5 working days.

6. Third party Appeals and Complaints

In compliance with Data Protection legislation, Appeals and Complaints can only be considered when submitted by the enquirer / applicant or someone to whom the enquirer / applicant has given written consent to act on their behalf. The written consent must be provided to the University.

7. The Procedure

There are three stages to the University's Appeals and Complaints for Enquirers and Applicants Procedure.

Stage		Instruction	Admissions Policy Reference:	Applicant Time Scale	University Response Timescale
.1	Feedback (informal)	Enquirers / applicants should request feedback on their application / informal enquiry from the Admissions Officer / Admissions Tutor (school) / Recruitment Officer. (This does not automatically initiate a reconsideration of an application or a challenge to the decision.)	Section 11	Must submit a written request within 5 working days of the decision / incident.	A response will normally be provided within 5 working days. Feedback may be given in person, over the telephone or in writing.
.2	Appeal / Complaint (see 2 above)	If unresolved after Stage 1, the enquirer / applicant should fully complete and submit the official form and submit to the Head of Admissions. The Head of Admissions will log the case and investigate the concerns raised. Outcome of a successful appeal / complaint: see 3.1 and 3.2 above.	Section 12.2	Must normally submit the fully completed form (together with all supporting documentation) within 15 working days of the original decision / incident.	The Head of Admissions will normally respond in writing to the applicant within 20 working days from receipt of the formal appeal or complaint.
.3	Review (if the complainant remains unsatisfied. This is the FINAL stage.)	A review request should be sent in writing to the Regulations, Complaints and Appeals Officer, clearly listing the reasons for escalating matter. The request should include all relevant information relating to the outcome of Stages 1 and 2. At this stage, PVC for Teaching & Learning will review the decision of the Head of Admissions. Outcome of a successful Review: see 3.1 and 3.2 above.		This should normally be done within 20 working days from receipt of the response to the appeal / complaint at Stage 2.	The Regulations, Complaints and Appeals Officer will normally respond in writing to the applicant within 20 working days from receipt of the formal re-appeal submission.

8. Appeals and Complaints Data and Records

By submitting a signed Appeal or Complaint form, the enquirer / applicant grants permissions for the University to process and disclose the information provided (as part of the appeal / complaint and the original application) to those who need to see it for purposes relating to the appeal / complaint and its consideration.

All records relating to the complaint / decision will be held in compliance with the Data Protection Act (1998).

Outcome decisions will be recorded and stored as part of the University's record of your application.

The details and full documentation of the appeal / complaint will be held in a separate central file by the Head of Admissions and/or the Officer for Regulations, Complaints and Appeals, as appropriate.

*The **Appeals and Complaints Procedure for Enquirers and Applicants** was approved by the Recruitment and Admissions Task Group (RATG) in April 2017 and forms part of the University's overall quality assurance framework. It is informed by the Quality Assurance Agency for Higher Education's Code of Practice for the Assurance of Quality in Recruitment and Admissions, and in particular by section B2.*

ENQUIRER / APPLICANT APPEALS AND COMPLAINTS FORM

[Stage 2 of the [Appeals and Complaints Procedure for Enquirers and Applicants](#)
- see for guidance.]

The completed and signed form should be sent to:

Head of Admissions
Admissions Office, Bangor University
Rathbone Building
College Road, BANGOR
Gwynedd, LL57 2TF
Email: headofadmissions@bangor.ac.uk

TITLE (Mr, Miss, Dr, etc):			
SURNAME:		FIRST NAME (S):	
ADDRESS:			
UCAS / APPLICANT REFERENCE NUMBER (if applicable):			
COURSE APPLIED FOR / COURSE OF INTEREST:			
CONTACT TELEPHONE:			
EMAIL ADDRESS:			

Please complete Sections 1 and 2.

SECTION 1a: I wish to make an APPEAL (for applicants):		(Please tick)
 GROUNDS FOR APPEAL (You must select one of the following):	• Procedural irregularity:	(Please tick and provide full details and evidence in Section 2 below)
	• New information:	(Please tick and provide full details and evidence in Section 2 below)
	• Evidence of bias or prejudice:	(Please tick and provide full details and evidence in Section 2 below)
	<i>NOTE: there is no provision for appeal against the academic or professional judgement of those making the decision on an application.</i>	
Please confirm that you have already obtained informal feedback from the Admissions Office / Admissions Tutor:		(Please tick and provide full details and evidence in Section 2 below)

OR

Cont./

SECTION 1b: I wish to make a COMPLAINT (for enquirers or applicants):

(Please tick)

SECTION 2: Full Details of Appeal or Complaint

- Give full, specific details of the appeal / complaint including dates and names of individuals concerned, as appropriate.
- If you are Appealing on the grounds of new information / evidence, **please fully explain why this was not available at the time of the initial application.**
- Include information on the Stage 1 feedback / discussions which have taken place ahead of the appeal / complaint submission.
- Please provide any other information which you feel is relevant.
- Please note that all information and supporting documentation should normally be submitted with this form as it may not be possible to consider information / material which is submitted later in the process without good reason.

Continue on a separate sheet if necessary.

List all documents / evidence accompanying this submission.

I declare that the information in this form is true and accurate. I agree that my information and data can be shared where necessary for consideration of the appeal / complaint.

Signed:	
Print Name:	
Date:	

THIRD PARTY APPEALS AND COMPLAINTS

In compliance with Data Protection legislation, appeals and complaints can only be considered when submitted by the enquirer / applicant or someone to whom the enquirer / applicant has given written consent to act on their behalf (ie, a third party).

If you are submitting this form on behalf of an enquirer or applicant, please provide your details below:

TITLE (Mr, Miss, Dr, etc):			
SURNAME:		FIRST NAME (S):	
ADDRESS:			
CAPACITY: (eg Agent, parent, etc)			
THIRD PARTY SIGNATURE:			
ENQUIRER / APPLICANT CONSENT SIGNATURE:*			

** Alternatively a signed letter of consent should be submitted to the Head of Admissions.*