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**Applicants Complaints and Appeals Procedure**

**Introduction**

The University is committed to the provision of a professional admissions service which admits students using a clear, fair, effective, and consistent policies and procedures. The University recognizes that there may be occasions or circumstances in which an applicant feels that their application has not been dealt with in accordance with the University’s Admissions Policy, and applicants can request that their application be reviewed via an appeal, or they may make a formal complaint.

**General appeal and complaint principle**

Any appeal or complaint at any stage of the admissions process, which questions the academic grounds for rejection, will not be considered. Only points of procedure or implementation of policy can be appealed. Due to the Data Protection Act, the University may be unable to enter into communication with any third party with respect to an applicant’s individual circumstances, unless the applicant has given the University direct and explicit written consent. The University will not receive or respond to any anonymous complaints.

**What to do if you have a complaint**

Full details of regulations and procedures for Admissions Complaints and Appeals are in the [University Regulations](http://www.mdx.ac.uk/aboutus/Strategy/regulations/index.aspx).

**Informal Stage: Appeal Stage**

Applicants wishing to appeal the outcome of their application should do so, in the first instance to the Admissions Operations Manager. Application decisions will only be overturned where an applicant can provide fresh and compelling evidence of their academic competence in the relevant subject or the review of the original application is shown not to have followed policy and procedure.

**Formal Stage: Complaints Stage**

Following a review by the Admissions Operations Manager or their nominee, if an applicant still feels they have reason for appeal they should submit their complaint to the Deputy Academic Registrar (Student Administration) enclosing copies of all previous correspondence; explaining why the applicant remains dissatisfied and what he/she hoped the outcome would be. It would be helpful if the complaint is submitted using the complaint pro forma attached below. The Deputy Academic Registrar will investigate the complaint with relevant staff and/or a third party if necessary, and respond to the applicant.

**Student Admissions Complaint Form – Formal Stage**

Important: Please read the relevant procedure on the University's website before you complete this form. You must normally have tried to resolve your complaint at the informal stage before using this form as part of the formal stage.

**Your Personal Details**

|  |  |
| --- | --- |
| Today’s Date |  |
| Surname  (family name) |  |
| Forenames  (given names) |  |
| Name of programme applied for |  |
| Address for  correspondence |  |
| Daytime phone |  |
| Email address  (all progress updates of your complaint will normally be by email in the first instance). |  |

**Your complaint**

Please briefly set out below the main points of your complaint. You can send this electronically, but if using hard copy and need more space, continue on the back of the form or on a separate sheet of paper, which you must attach securely to this form.

Your complaint:

What outcome are you seeking?

Supporting documents:

Supporting documents:

**What have you done so far?**

Explain briefly what steps you have taken so far to resolve your complaint and why you are not satisfied with the response from the previous stage.

Signature:......................................................................... Date:............................................

Signature:......................................................................... Date:............................................

Signature:......................................................................... Date:............................................

Signature:......................................................................... Date:............................................

Signature:......................................................................... Date:............................................