



## Admission to Higher Education Appeals and Complaints Policy

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### Revision history

Version	Type (e.g. replacement, revision etc...)	Date	History (reason for changes)
V1	New	Sept 2016	Specification of a separate procedure for admissions complaints and appeals
V2	Revision	Sept 2018	Revision due to College restructure and GDPR
V3	Revision	Jan 2020	Revision due to College restructure
V4	Revision	September 2021	Revision due to staff structure changes
V5	Annual Review	August 2023	Change in ownership

### Monitoring and review

This policy will be reviewed by the Academic Board and Senior Leadership Team at least every 2 years.

## **1. Summary and Scope of Policy**

This purpose of this policy is to:

- a. protect the interests of higher education applicants to the College
- b. ensure procedural parity between all applicants
- c. provide a definition of an admissions appeal and complaint
- d. enable College staff to manage higher education admissions appeals and complaints effectively

The policy should be read in conjunction with the associated 'Bradford College Admission to Higher Education Appeals and Complaints Procedures'. Applicants will not be disadvantaged in anyway because they have used these procedures. All correspondence must be completed in accordance with the associated procedures.

Applicants are expected to treat all College staff with respect. Applicants who threaten, abuse, or mistreat any members of staff either verbally or in writing will have their appeal/complaint and application automatically rejected.

Appeals and/or complaints should be completed by the applicants themselves. Correspondence of any type from other parties will not be considered unless the College has received written and signed authorisation from the applicant that the third party is acting on their behalf. The only exception to this is where the applicant is under 18 years of age, in which case a parent or legal guardian may act on their behalf.

## **2. Definitions of Admissions Appeals**

An appeal is defined as a request for the reconsideration of a decision on an application. The outcome of a successful request to appeal would be to reconsider the candidate's application with a view to upholding or changing the original decision.

An appeal may relate to the following areas within the application process:

- a. the decision to interview
- b. the decision to make an offer
- c. the content of the offer
- d. the decision to reject on exam results
- e. the decision to reject applications for Recognition of Prior Learning.

## **3. Grounds for making and Appeal**

The Appeals procedure can only be used where there are adequate grounds for doing so and may not be used simply because a candidate has been unsuccessful with his or her application. Appeals against decisions may be made on one of the following grounds:

- a. There is evidence that procedure was not followed correctly
- b. There is new evidence which the applicant can provide, and valid reasons for not having provided it previously are stated. (If no good reason is given as to why this information was not previously available then it will not be considered)

- c. There is evidence that the College has demonstrated bias or prejudice in the treatment of the application.

There is no provision for appeal against the academic or professional judgement of those making the decision on applications. The appeals procedure should not be used to obtain feedback about an unsuccessful application.

#### **4. Definitions of Admissions Complaints**

Complaints are defined as relating to the services offered by the College or the actions or behaviour of a member of staff during the admissions process.

If a complaint were upheld a possible outcome could be a formal or informal apology or decision to review procedures.

#### **5. Grounds for making a Complaint**

A complaint may be made about any stage of the admissions process, where there are adequate grounds for doing so. The Procedure may not be used simply because a candidate has been unsuccessful with his or her application.

Complaints will only be considered valid if they relate to the following:

- a. the actions of a member of staff
- b. the conduct of a member of staff
- c. the services offered by the College.

#### **6. Retention of Information and records relating to Appeals and Complaints**

By signing a letter of Appeal or Complaint and applicant is agreeing that the College can process the information it contains for all purposes relating to the Appeal and Complaints Admissions to Higher Education Procedure. This information and records will be kept in accordance with the General Data Protection Regulation Act (2018) and the College's "Information and Records Management Policy".

#### **7. Monitoring of Admissions Appeals and Complaints**

The College reviews the number and outcomes of Appeals and Complaints and may report on this to its formal committees.

#### **8. Related Policies/Procedures/Regulations**

1. Higher Education Admissions Policy
2. Admission to HE Appeals and Complaints Procedure
3. Higher Education Recognition of Prior Learning Policy
4. Higher Education Recognition of Prior Learning Procedure