

## Stage 1 Complaint/Appeal: Informal Stage

At **Stage 1**, you are in the **informal stage** of the complaints and appeals process.

To clearly explain your complaint or appeal, please use the following guidelines:

- State who or what your complaint/appeal is about
- Provide a chronological account of events
- Describe the actions you have taken
- List who you have spoken with

This information will help the University better understand your situation and ensure the matter is addressed appropriately.

Date(s)	Details

Please indicate the **outcome** or **further action** you are hoping for to resolve this issue. This could include:

- **Requesting a reconsideration** of the admissions decision
- **Seeking an apology** or acknowledgment of a procedural error.
- **Requesting feedback** on why a decision was made.
- **Asking for a review of a specific aspect** of the application process (e.g., fairness of criteria application).
- **Recommending specific changes** to the admissions process or handling of your application.

Being clear about the resolution you seek will help the University understand your expectations and facilitate a more focused and appropriate response.

Please include a **list of supporting evidence** that you believe is relevant to your case. For each piece of evidence, explain why it supports your complaint or appeal. For example:  
**Email correspondence** with the admissions team to show previous attempts at resolving the issue

**Application documents**

**Feedback from previous stages** to show what feedback you received and why you believe it was insufficient

**Record of communication with staff** to show discussions you had with University staff about your complaint

Please submit supporting evidence as separate files and reference each one in your written complaint or appeal, explaining how each piece of evidence is relevant to your case. This will help the University assess your complaint or appeal more effectively.

### Stage 1 Complaint/Appeal Submission and Declaration

Please ensure that you have completed all required sections of the form, including the General **Information** and **Stage 1** sections. By signing this form, you are declaring that the information you have provided is true and accurate.

Electronic signatures are accepted. You do not need to print, sign and scan your complaint/appeal form. Simply sign electronically when submitting the form. and evidence by email, as attachments to:

**Submission Instructions:**

- For **UK applicants**, please submit your form and evidence by email to: **study@hud.ac.uk**.
- For **EU and International applicants**, please submit your form and evidence by email to: **international.office@hud.ac.uk**.

You will normally receive a written response, including the reasons for the outcome, within **10 working days** of the date we receive your Stage 1 Complaint/Appeal.

Signed:

Date: Select Date.

## Stage 2 Complaint/Appeal: Formal Stage

If you are proceeding to Stage 2 of the complaints and appeals process, this stage is for formally addressing your dissatisfaction with the outcome of **Stage 1**. To complete this stage, please ensure that you do the following:

1. **Stage 1 Complaint/Appeal Form:** Attach your completed Stage 1 form, including all relevant evidence, along with this Stage 2 form.
2. **Explanation of Dissatisfaction:** Clearly explain why you are unhappy with the outcome of **Stage 1**. This may include details such as:
  - Why you feel the response was inadequate or did not address your concerns.
  - Any specific aspects of the Stage 1 decision that you disagree with, or feel were not considered properly.

This will help the University understand your concerns and begin a thorough review at **Stage 2**.

### Supporting Evidence

- Provide a list of any new or additional evidence you are submitting at Stage 2 that was **not included in Stage 1**.
- Explain why you think it is relevant to your complaint or appeal
- Ensure that each piece of evidence is referenced in your explanation and submitted as separate documents.

This will help the University understand how the evidence supports your case and why it should be considered.

## Stage 2 Complaint/Appeal Submission and Declaration

When submitting your **Stage 2 Complaint/Appeal** form, please follow these key steps to ensure the process runs smoothly:

### 1. Complete All Relevant Sections

- Make sure all sections of the form, including **General Information, Stage 1**, and **Stage 2**, are fully completed. This includes providing a detailed explanation of why you are dissatisfied with the Stage 1 outcome and submitting any **additional supporting evidence** you may have.
- **Failure to complete the form correctly or submit evidence promptly** may result in delays in processing your complaint.

### 2. Declaration

- By signing the form (electronic signatures are accepted), you declare that the information provided is **true and accurate** to the best of your knowledge.

### 3. Submission Instructions

- Submit your completed **Stage 2 Complaint/Appeal Form** and any supporting evidence by email to:
  - **UK applicants:** [study@hud.ac.uk](mailto:study@hud.ac.uk)
  - **EU and International applicants:** [international.office@hud.ac.uk](mailto:international.office@hud.ac.uk)

### 4. Response Timeline

- You will **normally** receive a written response, including the reasons for the outcome, within **15 working days** of the date the University receives your Stage 2 Complaint/Appeal.

Ensuring that all sections are filled out correctly and that your evidence is submitted promptly will help ensure that your complaint or appeal is processed efficiently.

Signed:

Date: Select Date