Applicant Complaints/Appeals Process (UG and PGT)

Feedback Process
(School/Student Recruitment Team Leader)

- Applicant submits Written Feedback Request
- Feedback Request passed to relevant School/SRT Team Leader to review
- 6 weeks
- Feedback response communicated to applicant
- Implement any recommendations
- Applicant submits a Stage 1 Appeal/Complaint within 10 working days?
  - No
  - End of Process. No further recourse
  - Yes
  - 10 working days
  - Written Response to Stage 1 Appeal/Complaint communicated to applicant
  - Implement any recommendations
  - Applicant submits a Stage 2 Appeal/Complaint within 10 working days?
    - No
    - End of Process. No further recourse
    - Yes
    - 15 working days
    - Written Response to Stage 2 Appeal/Complaint communicated to applicant
    - Implement any recommendations
    - Applicant submits a Stage 3 Appeal within 10 working days?
      - No
      - End of Process. No further recourse
      - Yes
      - 20 working days
      - Review Panel to be convened within 20 working days
      - Review Panel requires a Review?
        - Yes
        - Review Panel to be convened within 20 working days
        - No (10 working days)
      - Written Response to Stage 3 Appeal communicated to applicant
      - Implement any recommendations
      - End of Process. No further recourse

Stage 1 Appeal/Complaint
(Student Recruitment Manager/Head of International Operations)

- Applicant submits Stage 1 Appeal/Complaint in writing
- Stage 1 Appeal/Complaint reviewed by Student Recruitment Manager/Head of International Operations
- 10 working days
- Written Response to Stage 1 Appeal/Complaint communicated to applicant
- Implement any recommendations
- Applicant submits a Stage 2 Appeal/Complaint within 10 working days?
  - No
  - End of Process. No further recourse
  - Yes
  - 15 working days
  - Written Response to Stage 1 Appeal/Complaint reviewed by Director of Marketing, Communications and Student Recruitment (or nominee)
  - Implement any recommendations

Stage 2 Appeal/Complaint
(Director of Marketing, Communications and Student Recruitment/Director of International Development (or nominee))

- Applicant submits Stage 2 Appeal/Complaint in writing
- Stage 2 Appeal/Complaint reviewed by Director of Marketing, Communications and Student Recruitment (or nominee)
- 15 working days
- Written Response to Stage 2 Appeal/Complaint communicated to applicant
- Implement any recommendations
- Applicant submits a Stage 3 Appeal within 10 working days?
  - No
  - End of Process. No further recourse
  - Yes
  - 20 working days
  - Written Response to Stage 3 Appeal communicated to applicant
  - Implement any recommendations
  - End of Process. No further recourse

Stage 3 Appeal
Pro Vice Chancellor (Teaching and Learning)

- Applicant submits Stage 3 Appeal in writing
- Stage 3 Appeal reviewed by Pro Vice Chancellor (Teaching and Learning)
- 20 working days
- Written Response to Stage 3 Appeal communicated to applicant
- Implement any recommendations
- End of Process. No further recourse