

Quality Code for Higher Education

Complaints Procedure for Student Admissions

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Originator: Higher Education & Skills
Approval by: Higher Education Learning & Teaching Committee

Date for Review: July 2017

Description: This document sets out the rights of the applicants to complain about an admissions decision.

NOTE: Where the awarding body has different requirements this will take precedence over the College's Code of Practice (CoP)

Responsibilities: Head of Student Services
Curriculum Leaders

Applications for exemptions to: Higher Education Learning & Teaching Committee

Report Exemptions to: Higher Education Learning & Teaching Committee

Links to UK Quality Code for HE: [Chapter B2](#)

Complaints Procedure for Student Admissions

1. An applicant who wishes to make a formal complaint must lodge his/her complaint in writing with the Director of Higher Education & Skills within 30 days of the decision on their application being notified officially. Complaints made by third parties cannot be considered. For those applying through UCAS official notification constitutes the application outcome notified via that external system. For other applicants the date is taken from the date of issue of the official College notification.
2. A complaint may be made on grounds of a selection process for student admission having not been dutifully carried out in a manner consistent with the College's Equal Opportunities Code of Practice for Student Admissions. Appeals against academic decisions taken during the selection process will not be considered but where possible further guidance and advice on the reason for the outcome will be given on request.
3. Complaints should be in writing and addressed to:

Higher Education & Skills Department
Eastwood Building
Eastwood Lane
ROTHERHAM
S65 1EG
4. The Director of Higher Education & Skills will inform the appropriate Academic Head immediately*, for the Head to instigate a full investigation. In the absence of the Academic Head, the Curriculum Manager will be contacted.
5. Complainants will be advised of the outcome of the investigation in writing by the Director of Higher Education & Skills within 30 days of receipt of the initial complaint. This will include reasons for the decision as to whether the complaint has been upheld or rejected and an indication of the evidence on which the decision has been based.
6. Complainants may be asked to provide any further information deemed appropriate in order to investigate the complaint and failure to provide such information requested may result in the investigation not being completed. S/he may be asked to attend a discussion with the Academic Head or Director of Higher Education & Skills if there is insufficient evidence to reach a clear decision.
7. The Complainant has 30 days from issue of the Academic Head's response to respond if s/he believes there to be any matters of inaccuracy arising within the determination.

*in the case of a complaint being made on the grounds of a decision having been taken by the College on the basis of a risk assessment and information about the applicant's criminal record the Vice Principal will lead the investigation and reply to the complainant.