

Applicant Appeals Procedure

1. Purpose of the procedure

The University of Manchester (**'University'**) welcomes applications from all candidates with the potential to succeed in higher education. We are committed to operating admissions procedures that are fair, efficient and transparent in order to safeguard the interests of prospective students. The University's Recruitment, Selection and Admissions Policy (**'Policy'**) describes the principles that we apply to admissions and outlines the admissions process. The Policy can be found at <http://documents.manchester.ac.uk/display.aspx?DocID=6523>

We recognise, however, that there may be occasions when its applicants may consider that the University has not adhered to its Policy. This Applicant Appeals Procedure (**'Procedure'**) informs applicants what to do if they feel that they have grounds for an appeal.

Please note that separate procedures exist for current students who wish to submit an academic appeal to the University and for applicants who wish to submit a complaint – See [Applicant Complaints Procedure](#)

2. Definitions

- 2.1. This Procedure applies to all applicants to the University and to current students who wish to transfer onto a different course where it is necessary for an applicant or student to meet the stated entry requirements (**'Applicants'**).
- 2.2. An appeal is a formal request for reconsideration of a decision on an application or the wording/terms/ conditions of an offer (**'Appeal'**).

Appeals will only be considered on the following grounds:

- **Procedural irregularity where the Applicant believes the University has not adhered to the Policy.** Providing that the decision can be shown to have been reached fairly and in accordance with the Policy and the School's published selection criteria, the original decision will not be overturned. Should an Applicant believe that the Policy has been wrongly applied this Procedure provides an opportunity for the Applicant to Appeal;
- **The emergence of new material information which may have affected the decision.** Applicants will need to provide details giving the reasons as to why this information was not available at the time of application. Please note that the University's acceptance of such new material information is at its sole discretion and that if the University finds that this information was available or known to the Applicant at the time of application, and was not included in the application, it will not be considered as new material information; and
- **Evidence of bias or prejudice.** Applicants will need to provide specific examples with supporting documentation to evidence this.

Applicants are advised that there is no right of appeal against the academic or professional judgement of those making the decision on an application.

On a successful Appeal, the usual process will be for the School to reconsider the Applicant's application, taking into account the findings of (a), (b) and (c) above.

3. General Principles

- 3.1. The University will seek to ensure that all Appeals are treated seriously and dealt with promptly and with fairness and consistency. This Procedure sets out clear timescales for the submission of Appeals and clear timescales for Applicants to expect a response from the University. If an Appeal is upheld, the University will take such action or provide such remedy as may be appropriate and will do so promptly. If an Appeal is not upheld, the reasons for the decision will be communicated to the Applicant.
- 3.2. Applicants can expect their Appeal to be dealt with confidentially and that their privacy will be respected. However, it may be necessary to disclose information to others within the University in order to reach a resolution to an Appeal.
- 3.3. Applicants are expected to respond promptly to requests for additional information or documentation. It should be noted by Applicants that delays in responses to such requests may result in a place no longer being available for them in the current year of entry, should an Appeal be upheld.
- 3.4. An applicant may submit an Appeal only on his or her own behalf; an Appeal submitted by a third party will not be accepted unless accompanied by written authorisation from the Applicant.
- 3.5. This Procedure undergoes periodic review and its content is informed by external sources such as the Quality Assurance Agency (QAA), Supporting Professionalism in Admissions (SPA) and the Competition and Markets Authority (CMA).
- 3.6. The University ensures that staff working in recruitment, selection and admissions roles are familiar with the Policy and this Procedure and their responsibilities under them.

4. Procedure

4.1. Stage 1 (Informal Stage)

Applicants should request feedback from admissions staff in the Academic School to which they have applied. In most cases this will help Applicants to understand why their application was unsuccessful. This stage also allows for an informal review of the decision in the event of an error having been made. Applicants should undertake Stage 1 of this Procedure in a timely fashion in order to comply with the timeframes set out under Stage 2.

4.2. Stage 2 (Formal Stage)

- 4.2.1. If the Applicant remains dissatisfied and believes that they have grounds for Appeal they should make an Appeal within **20 working days** of the original application decision being made by completing the Appeals form and sending it to the Student Admissions Team see section 5 for contact details.
- 4.2.2. The Applicant may seek advice and guidance from the Students' Union Advice Service <http://manchesterstudentsunion.com/advice/service>

- 4.2.3. Applicants should ensure that they provide details of the circumstances of their case, including a copy of the feedback provided at Stage 1, give an indication of the actions they have already taken to try to resolve it, and state clearly the remedy that they are seeking.
- 4.2.4. On receipt of a Stage 2 Appeals Form, a member of the Student Admissions Team will initially consider whether the appeal is made on one or more of the grounds specified in paragraph 2.2, and if it has been submitted in the timeframe specified in 4.2.1. If this test fails, the Applicant will be notified within ten working days of the appeal being received that the appeal is not eligible with the reasons given. There will be no opportunity of the student to appeal against this decision.
- 4.2.5. The Student Admissions Team will also determine if the Appeal is valid under the grounds set out in paragraph 2.2. An Applicant whose Appeal does not meet the required grounds will be informed of this in writing. Valid Appeals will be considered by the Head of School Administration (or their nominee, who must not be a person involved in the initial decision [or Stage 1]) in the School to which the application was made.
- 4.2.6. Applicants should note that some Schools, including the School of Medical Sciences, may choose to convene an Appeals Panel to consider Appeals. Applicants will be informed if the School they have appealed to hold such Appeal Panels.
- 4.2.7. Applicants will normally be informed of the outcome of their Appeal in writing within **20** working days. If the School is unable to reach a decision within the stated timescale, the University will inform the Applicant of the expected timescale for a full response.

4.3. Stage 3 (Formal Review Stage)

- 4.3.1. Applicants who are dissatisfied with the outcome of Stage 2 can request the Appeal to be reconsidered under Stage 3. This should normally be requested within **10 working days** of receipt of the outcome of the Appeal under Stage 2.
- 4.3.2. Requests for reconsideration under Stage 3 must be made in writing to the Student Admissions Office via the email address or postal address indicated in section 5 and must indicate the reason for the escalation and why their concerns raised at Stage 2 have not been addressed.
- 4.3.3. It is not envisaged that Stage 3 Appeals will involve the submission of new material information, i.e., material information not submitted at Stage 2. If Applicants wish to submit new material information they will need to provide details giving the reasons as to why this information was not available at the time of their Stage 2 Appeal. Please note that the University's acceptance of such new material is at its sole discretion.
- 4.3.4. The request for reconsideration under Stage 3 will be considered by the Director of Student Admissions and Administration. Responses to any requests to provide further information and/or documentation to help with the investigation of the Appeal must normally be received within **10 working days**.
- 4.3.5. Applicants will normally be informed of the outcome of Stage 3 Appeals in writing by the Director of Student Admissions and Administration (or nominee) via the Student Admissions Team within **20 working days**. The outcome of the Stage 3 Appeal will be final.
- 4.3.6. If the Appeal is upheld, in all circumstances [the Student Admission Team] will work with the Applicant in an attempt to find a suitable remedy, wherever possible. It should be noted that at

particular times of the admissions cycle, remedies to Appeals may be difficult, for example there may be no places available on a particular programme for the current year of entry.

5. Submission of Stage 2 and Stage 3 Appeals

Appeals must be submitted on the Appeals Form and be sent to:

Email : applicantappealsandcomplaints@manchester.ac.uk

Division of Student Admissions and Administration

Directorate for the Student Experience

The University of Manchester

Burlington Street, Oxford Road

Manchester

M13 9PL

6. Storage and Processing of Information

All information provided in relation to this Procedure will be used solely for the purpose of handling an Applicant's Appeal, in accordance with Procedure outlined above.

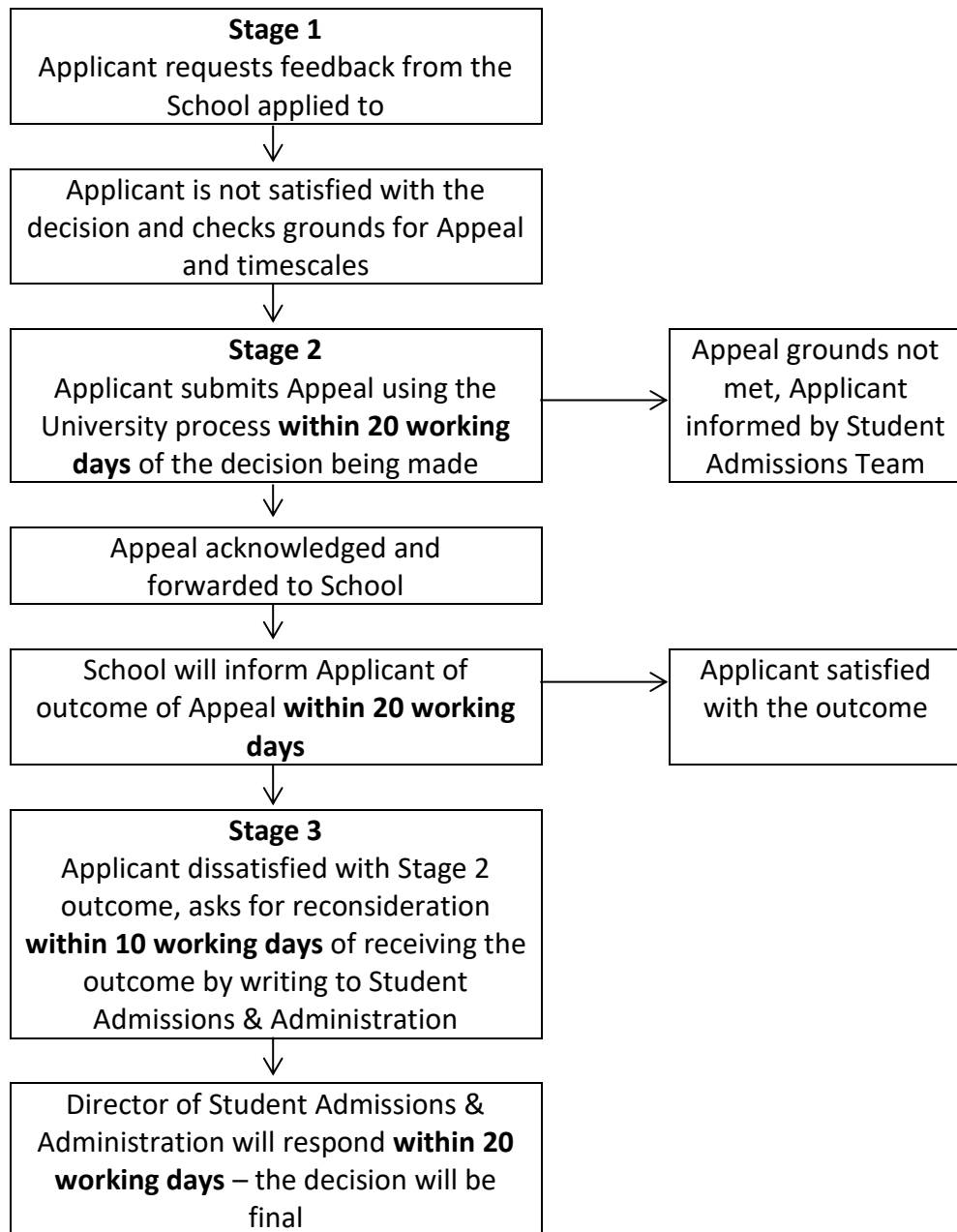
The personal data held about an Applicant is processed in accordance with the Data Protection Act 1998. It is shared internally only where appropriate in order to meet the purposes detailed above. All data is held and processed in accordance with the requirements of the Data Protection Act 1998.

On an annual basis, anonymous statistical information on Appeals will be compiled and reported to the University's Recruitment & Admissions Management Group (RAMG).

7. Accessibility

The University endeavours to ensure that this Appeals procedure remains easily located and accessible to applicants via the University website. It will also be provided in writing and (where necessary) verbally, to any Applicant who specifies their intention to register a formal complaint.

8. Process Summary – Appeals



Document Control Box	
Procedure title	Applicant Complaint Procedure
Date approved	June 2017
Approving body	Recruitment and Admissions Management Group
Version	1
Supersedes	Appeals and Complaints Procedure
Next review date	February 2020
Related Statutes, Ordinances, General Regulations:	
Equality relevance outcome	High
Related policies and procedures	Recruitment, Selection and Admissions Policy. Applicant Complaints Procedure.
Related guidance and/or codes of practice	
Policy Owner	Director for Student Admissions and Administration
Lead Contact	Catherine Schofield, Head of Student Services Operations