1. **Purpose of the procedure**

To safeguard the interests of prospective students, the University has established an Appeals and Complaints Procedure for Applicants. Applicants will not be disadvantaged in any way if they use the University’s Appeals and Complaints Procedure.

2. **Data protection**

Due to Data Protection legislation the appeal or complaint must be submitted by the applicant or from someone who the applicant has given consent, in writing, to act on their behalf.

3. **Grounds for Appeal**

Applicants can use the following grounds to appeal or complain against the University’s decision:

3.1 Procedural irregularity, where the applicant believes that the University has not adhered to its own stated procedures;

3.2 The emergence of new material information which may have affected the decision. In such cases the applicant must also provide details of why the new material information was not made available at the time of application. Please note that if this information was available or known to the applicant at the time of application and was not included for whatever reason, it will not be considered as new material information.

3.3 Evidence of bias or prejudice.

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

4. **Definitions**

4.1 **Appeal**

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

4.2 **Complaint**

A complaint relates to the services or facilities offered by the University or to the actions or behaviour of a member of staff during the selection process. If upheld, the remedy for the complaint could, for example, include an apology or an undertaking to revise procedures.

5. **Time limits**

An appeal or complaint should normally be submitted within 20 working days from receiving a decision to an application.
6. Making an Appeal or Complaint

There are three stages to the University’s Appeals and Complaints Procedure.

6.1 Stage 1: Feedback

Prior to initiating an appeal, if they have not already done so, applicants are recommended to request feedback on their application from the School to which they applied. As stated in the University’s Student Admissions policy, feedback is provided to enable applicants to reflect on their progress through the application process and does not constitute a reconsideration of an application or a challenge to the University’s decision on an application. Feedback may be given in person, over the telephone or in writing, at the discretion of the course admissions staff.

6.2 Stage 2: Appeal/complaint

If an applicant is not satisfied with the feedback at Stage 1, they may make an appeal or complaint. To do so, the applicant should complete the Appeals and Complaints form and send it to the Student Admissions Office (applicantappeals@manchester.ac.uk) within 20 working days from receiving a decision on an application. Please note that it is important to include all required information as stated in the form.

Upon receipt of the form, the Student Admissions team will log the appeal or complaint and forward it to the relevant Academic School who will investigate the concerns raised by the applicant. The School will normally respond in writing to the applicant within 20 working days from the receipt of the appeal or complaint.

6.3 Stage 3: Re-appeal

If the applicant is not satisfied with the outcome of the appeal or complaint, it can be escalated further to the final stage of the procedure. This should be done within 20 working days from receipt of the response to the appeal or complaint at the second stage.

A re-appeal should be sent in writing to applicantappeals@manchester.ac.uk, clearly listing the reasons for escalating the appeal or complaint to Stage 3. The request should include all relevant information relating to the outcome of the previous two stages.

At this stage, an investigation will be undertaken by the Director of Student Admissions and Administration in conjunction with the Associate Dean for Teaching and Learning of the relevant Faculty where appropriate. A letter of response will normally be sent to the applicant within 20 working days from receipt of the letter. Stage 3 completes the Appeals and Complaints Procedure for Applicants.

7. Storage and Processing of Appeals and Complaints Information

By signing an Appeal or Complaint form an applicant agrees that The University of Manchester can process the disclosed information for all purposes relating to the Appeal and Complaint Procedure for Applicants, and to their application to the University. The information will be stored and processed in accordance with The University of Manchester’s registration under the Data Protection Act (1998). It may be disclosed to those members of the University who have a need to see it, and will be stored as part of the University’s record of your application.
APPLICANTS AND COMPLAINTS PROCEDURE FOR APPLICANTS

PROCESS SUMMARY

The applicant wishes to request feedback from the School.

**STAGE 1 – Feedback** The applicant will contact the admissions staff in the relevant School normally within 20 working days.

The School will investigate and respond to the applicant normally within 20 working days.

The applicant is satisfied with the feedback and the matter is resolved.

The applicant is still not satisfied with the decision.

**STAGE 2 – Appeal/complaint** The applicant will initiate an appeal or complaint by completing the Stage 2 form and sending it to the Student Admissions Co-ordinator, Student Admissions and Administration Division (applicantappeals@manchester.ac.uk) within 20 working days of receiving the decision on the application.

Upon receipt, the form will be forwarded to the relevant Academic School who will investigate and respond to the applicant normally within 20 working days.

The appeal or complaint is resolved by the School.

The applicant is still not satisfied with the decision.

**STAGE 3 – Re-appeal** The applicant will request a re-appeal by writing to the applicantappeals@manchester.ac.uk within 20 working days.

The Director for Student Admissions and Administration will consult with the Associate Dean of Teaching and Learning in the relevant Faculty, where relevant, and a final decision will be sent to the applicant normally within 20 days.
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| **Lead contact:**      | Sue Pollitt  
                          Student Admissions Office  
                          B002 Student Services Centre  
                          Burlington Street  
                          Manchester  
                          M13 9PL |