

The University of Manchester

Prospective Applicant and Offer Holder Misconduct Procedure

1. General Principles

1.1 This procedure sets out how the University will consider concerns raised about the conduct of a prospective applicant, an applicant or offer holder. This procedure is applicable to:

- prospective applicants attending a University event or using University facilities.
- applicants who have applied to study at the University, for any level of study, up to the point of registration, whether submitting their application directly to the University, or via a third party such as UCAS or DfE.

1.2 After registration, student misconduct will be considered in accordance with the University's regulations and policies regarding the [Conduct and Discipline of Students](#).

1.3 The University of Manchester is committed to providing equal opportunities for applicants irrespective of their personal circumstances or background and as such does not wish to unnecessarily preclude anyone from joining a course of study.

1.4 The University will not tolerate discrimination, victimisation, physical or verbal abuse or harassment and aims to provide a safe learning, working and social environment that is free from discrimination and anti-social behaviour. The University reserves the right to withdraw an offer and/or cancel an application where evidence can be provided that an applicant's behaviour falls short of these expected standards.

Examples of unacceptable behaviour can be found in the [University's General Regulation XVII, Conduct and Discipline of Students](#). This list is not exhaustive and other examples of inappropriate behaviour will not be tolerated. This includes, but is not limited to, behaviour and conduct at University visits, open days or interviews, correspondence with the university via email, telephone calls and the use of social media.

1.5 Behaviour related to Applicant Academic Misconduct such as plagiarism or falsifying documents as part of the application process, is covered by the [Admissions Fraud Prevention Procedure](#). The University reserves the right to withdraw an offer to an applicant or withdraw a student's registration if the applicant, or any person or body acting on their behalf, has provided us with fraudulent, untrue, inaccurate, incomplete and/or misleading information.

2. Procedure for reporting misconduct about prospective applicants, applicants and offer holders

2.1 Making a Formal Complaint

Complaints about the conduct of an applicant or offer holder of the University must be submitted in writing via email to applicantappealsandcomplaints@manchester.ac.uk

2.2 The complaint should include all the following information:

- Complainant's name and email address.

- Name and other personal details of the applicant which will allow us to correctly identify them.
- The nature of the complaint, giving as much detail as possible.
- Any steps that have already been taken to resolve the matter.
- Any evidence to support the complaint, such as screenshots and/or links to social media posts, copies of emails, police reference numbers and reports, or other materials that may be deemed relevant.

2.3 Complainant's will normally be informed within 10 working days that their complaint has been received. Due to our data protection obligations, we are not usually permitted to keep the complainant informed of the progress of the complaint, nor of the outcome of the complaint.

2.4 Complaints which are submitted anonymously may be investigated, provided robust evidence has been supplied.

2.5 **Admissions Review**

Where a complaint is accepted, an investigation into the alleged misconduct will be led by the Head of Student Admissions and Administration (or their nominee), with input from other parts of the University as appropriate.

2.6 For a complaint to be accepted, there must be sufficient and verifiable evidence to support the complaint.

2.7 The applicant or offer holder in question will be notified in writing (by email) that a complaint has been made against them and that their case is being referred for an Admissions Review. The applicant or offer holder will be given the opportunity to provide a written statement within 10 working days to respond to the allegation of misconduct. After receiving this written statement, the Head of Student Admissions and Administration (or their nominee), may invite the prospective applicant, applicant or offer holder to a meeting (attendance is not compulsory) to discuss the complaint and submit any further information.

2.8 If the allegation of misconduct is accepted by the prospective applicant, applicant or offer holder and it is deemed to be minor, the Head of Student Admissions and Administration (or their nominee) may decide that any application(s) can continue and allow any offer(s) made to the applicant to stand. In some cases, the University may issue a written warning to the prospective applicant, applicant or offer holder.

2.9 If the conduct is serious or there are multiple allegations, the Head of Student Admissions and Administration (or their nominee) will convene an Admissions Risk Panel to consider the case further.

2.10 The panel will include representatives from relevant offices across the University and may include the following:

- Head of Student Admissions and Administration (or nominee)
- Director of Compliance and Risk or nominee
- Member/s of Legal Affairs (University Solicitor)
- Member/s from Division of Residential Services and Sport
- Director of Campus Life or nominee

- Student Admissions Officer (Training, Policy and Governance) (or nominee)

2.12 The panel will have the discretion to invite other members of the University to join the Panel in an advisory capacity, where appropriate.

2.13 The panel will be serviced by the Student Admissions Team.

2.14 The panel will normally be formed within 20 working days of the collection of the evidence and supporting statement, or at the soonest available time when all representatives can meet.

2.15 The Head of Admissions and Administration (or nominee) will present the evidence to the panel.

2.16 The outcome of the meeting will be one of the following:

- a) To continue processing any application(s) and/or allow any offer(s) made to the applicant to stand.
- b) To continue processing any application(s) and/or allow any offer(s) made to the applicant to stand and issue a formal warning with regard to the misconduct which will be sent to the applicant or offer holder and recorded on their application record.
- c) To confirm the withdrawal of any offer(s) and/or application(s) due to evidence of the applicant's misconduct, including details of why this decision has been made.

2.17 The applicant or offer holder will normally be informed of the outcome in writing (via email) within 7 working days of the panel's decision.

3. Appeals

3.1 Applicants can submit an appeal against the decision of the Admissions Risk Panel. The grounds and procedure for submitting an appeal are detailed in the [University's Applicants Appeals and Complaints Procedure](#).

4. Storage and Process of Complaints Information

4.1 All information provided in relation to this Procedure will be used solely for the purpose of handling a Complaint about Applicant and Offer-holder misconduct, in accordance with Procedure outlined above.

4.2 The University's [Privacy Notice – prospective students, applicants and offer-holders](#) explains how we collect, maintain and use personal data when you make enquiries about studying at The University of Manchester (including by registering to attend our open days), make an application and if you go on to become an offer holder i.e. the time before you become a registered student.

5. Contact Details

For further information about this procedure please contact the Student Admissions Team

Email: applicantappealsandcomplaints@manchester.ac.uk

Document Control Box	
Procedure title	Applicant and Offer Holder Misconduct Procedure
Date approved	
Approving body	Admissions Operational Management Group (AOMG)
Version	1
Supersedes	
Next review date	October 2026
Related Statutes, Ordinances, General Regulations:	Statute XXI and Ordinance XXXIX (Conduct, discipline and academic progress of students) General Regulations: XVIII Conduct and Discipline of Students
Equality relevance outcome	High
Related policies and procedures	Student Recruitment, Selection and Admissions Policy Applicant Fraud Prevention Procedure Applicant Criminal Conviction Procedure Applicant Appeals and Complaints Procedure
Related guidance and/or codes of practice	
Policy Owner	Head of Student Admissions and Administration
Lead Contact	Admissions Officer (Training, Policy and Governance)