

Higher Education Admissions Appeals And Complaints Procedure

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Revision History

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1. Introduction

This procedure provides a mechanism for candidates to make an appeal against the unsuccessful outcome of their application as a result of an academic decision, or to make a complaint regarding the way their application was processed. Whilst the majority of applicants acknowledge the decisions made regarding admissions, the Manchester College is committed to ensuring that all applicants have the opportunity to make an appeal against an admissions decision, or raise a complaint regarding an experience encountered within the admissions process.

In all circumstances the Manchester College is committed to expediting an applicant's complaint or appeal in the most efficient way possible and in a manner that is appropriate to the level of investigation required. All appeals and complaints are treated with appropriate seriousness in a fair and understanding manner.

Applicants can be assured that they will not be discriminated against or victimised in the submission of an appeal against the admissions decision or complaint.

Applicants may make an appeal in situations where any new information that was not previously included in their initial application can be provided. Additionally, applicants may support their appeal request by submitting letters of support from tutors or other persons who can provide relevant information on academic, experiential and personal attributes.

The procedure may only be applied by the applicant themselves and not by someone acting on their behalf. However, a candidate may obtain advice and/or support in the preparation of their appeal or complaint.

The procedure is not applicable to complaints about issues over which the Manchester College has no control e.g. the length of time taken by the Student Loan Company to assess a student's financial eligibility.

Whilst the Manchester College will endeavour to investigate and address any issues raised anonymously as far as it is possible to do so, such issues are not covered by the provisions of this procedure.

This procedure is written in such a way that encourages applicants to receive satisfactory feedback regarding the outcome of any admissions decision before a formal complaint or appeal is lodged.

Applicants must note that complaints and appeals in the first instance should be logged with the HE Management Department, G20, One Central Park, Northampton Road, Manchester, M40 5BP

2. Admissions Feedback

Admissions tutors/ officers will normally provide verbal feedback to applicants when an admissions application is declined. Whilst verbal feedback may be given over the phone, HE Administrators must in every instance convey this decision formally via letter to the applicants address as stated on their application form.

HE Administrators must ensure feedback on the admissions decision is communicated to the applicant as soon as possible and normally within 10 days.

If an applicant requires additional feedback (following written feedback from the HE Administrators and with the intention of better understanding any previous feedback provided over the phone or via letter), the applicant should contact the HE Management Department, OP124, Openshaw Campus, Ashton Old Road, Openshaw, Manchester, M11 2WH.

HE Administrators must arrange for additional feedback to be received by the applicant as soon as possible and normally within a 5 working day turnaround from the date of request were practicable. This may be verbal or written at the discretion of the admissions tutor.

3. Key Members of Staff

Admissions complaints and appeals are investigated by the Admissions Investigations Officer nominated by the HE Management department and presented to the Assistant Principal of the relevant division for response.

Applicants may be invited to an interview with the Assistant Principal, Head of Department, Admissions Investigation officer and/or the HE Manager responsible for the department.

4. Complaints and Appeals: Process and Timescales

In every instance an Admissions Appeals / Complaints form AAC1 (Appendix 1) should be completed with any supporting information (where applicable) that may not have been available on the original application.

Appeals and complaints must be submitted within 15 working days of receiving the original admissions decision. Thereafter, the Manchester College may reserve the right not to consider the appeal or complaint unless there are justifiable circumstances.

At all the stages of any feedback meeting, appeal or complaint an applicant has a right to be accompanied by a friend, who must not be a lawyer acting in a professional capacity. The friend may not speak on behalf of, or otherwise represent the interests of the individual concerned, unless invited to do so by the Manchester College.

Applicants may be asked to provide any further information that the Manchester College deems appropriate to the nature of the complaint and to assist in the investigation. Failure to provide such information requested may result in the investigation not being completed.

The HE Management Department must formally reply to the applicant to acknowledge receipt of the Admissions/ Complaints form as soon as possible and normally within 5 days.

Applicants where practicable must be informed of the full outcome of their admissions appeal and/or complaint within 20 days of form the ACC1 being submitted. Notification will be in the form of letter to the address provided on form AAC1 and will be provided by the Manchester College's HE Management Department

If it is not possible to do provide a full response within 20 days of receipt of form ACC1, the HE Management Department shall write to the applicant within 20 working days of the complaint being submitted or referred, setting out:

- i. their response to those elements of the complaint, if any, for which they have been able to produce a full response

- ii. the reasons why they have not been able to provide a full response to the remaining elements
- iii. the date by which it is anticipated that they will provide the complainant with a full response to the remaining elements of the complaint, which shall normally be no more than 40 working days after the complaint was submitted or referred.

At the point where procedures have been completed, the person complaining or appealing should expect to be provided by the College with a clear written statement, confirming that its internal procedures have reached completion and the outcome that has been reached. This is widely referred to as a 'completion of procedures letter.'

If in the view of the complainant the appeal or complaint has not been dealt with in a reasonable manner and appropriately resolved, the complainant may be able to refer to the relevant University complaints procedures. For information regarding this process the complainant may seek advice from the HE Management department at the Manchester College.

5. Special Circumstances

Where the complaint is against an Assistant Principal or Head of Department, the complaint will be referred to the Assistant Principal for Higher Education.

In instances where the Assistant Principal for Higher Education, Assistant Principal or Head of Departments is known to the complainant through personal circumstance or through association with matters relating to those outside of the Manchester College, the complaint will be referred to another member of staff or equivalent standing within the Manchester College who has no prior involvement. This precept is specified in order to secure fairness to all parties involved in the complaint and that those investigating or deciding on complaint outcomes act impartially.

6. Monitoring and Review

Annual statistics relating to the number, nature, context and outcome of formal admissions appeals and complaints are generated annually for quality assurance purposes and to permit the Manchester College to monitor themes or trends at organisational level and to subsequently improve its services and provisions.

Appendix 1

HE Admissions Appeals & Complaints Form ACCA

This form must be returned to: HE Management Department, OP124, Openshaw Campus, Ashton Old Road, Openshaw, Manchester, M11 2WH.

Name:	
Address:	
Contact Tel No:	
Programme level:	PGCE / CERT / BA / BSc / FdA / FdSc / FdEd / HND/ HNC (circle)
Name of Programmes:	_____
Mode of Study: (please tick)	Part-time <input type="checkbox"/> Full-Time <input type="checkbox"/>
Please state the details of your appeal or complaint (include additional sheets if required)	
Supporting documentation is attached: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Signed:	Date: