

PROCEDURE FOR APPLICANT COMPLAINTS AND APPEALS

Stage One: (Informal Complaint/Appeal)

1. The majority of complaints can be resolved satisfactorily on an informal basis.
2. If possible, the Applicant should normally first raise her/his complaint either orally or in writing with the relevant admissions tutor, or the Admissions Manager, outlining the nature and details of her/his complaint.

The following courses of action should be taken:

- Identify a solution through discussion with the Applicant. The solution may include specific actions;
- Identify a solution through the discussion with relevant others, for example the Admissions Manager.

Stage Two: (Formal Complaint/Appeal)

1. If the Applicant is not satisfied with the outcome of the informal stage, under Stage One of these procedures, then s/he may elect to invoke Stage Two (Formal Procedure) within ten working days of receipt of the notification of the outcome of the Stage 1 procedure.
2. The complaint/appeal should be made in writing to the Admissions Manager. Where the complaint concerns any matters involving the Admissions Manager, it should be made in writing to the Academic Registrar.
3. The written complaint should set out briefly: the nature of the complaint/appeal, the informal steps taken (if any); details of the response received; and a statement as to why the applicant remains dissatisfied and; without prejudice to any formal remedy which might be determined, the remedy which s/he is seeking.
4. The Admissions Manager or Academic Registrar will acknowledge receipt within five working days.
5. Complaints relating to
 - a) the operation of procedure or
 - b) the provision of services or facilities within the Admissions Process or
 - c) the actions or behaviour of a member of staffwill be investigated by the Admissions Manager or the Academic Registrar, as appropriate.
6. Appeals for the reconsideration of a decision related to admission to a course at Glyndŵr University will be passed on to and investigated by the appropriate Head

of School. An appeal can only be made where there are adequate grounds, defined as:

- Procedural irregularity, in that Glyndŵr University has not adhered to its own published procedures;
- The submission of new material or information which is relevant and requires consideration;
- Evidence of bias or prejudice.

It should be noted that appeals against the academic or professional judgment of those making the decision on the application will not be permitted.

7. The aim will normally be to communicate the outcome to the applicant within fifteen working days.
8. Where it is impractical to respond fully within fifteen working days, the applicant shall be informed in writing of the timescale for the receipt of a full response.

Stage Three

1. In the event of any concern that the applicant has been treated unfairly, the Registrar and Secretary will investigate the matter further.
2. The decision of the Registrar and Secretary will be considered as final.

Monitoring of Complaints/Appeals

Written records of the outcome of Admissions complaints and appeals shall be retained by the Admissions Manager, Academic Registrar or Head of School, as appropriate, in order to provide an annual, anonymised report to Academic Board on the handling of such matters and any common themes arising.

Approved by Academic Board 3rd July 2008