

Student Appeals and Complaints Procedure for Applicants

Manchester Metropolitan University is committed to providing a high quality service to applicants. However, the University recognises that from time to time there may be instances where applicants have legitimate complaints or the need to appeal. The University takes all such matters seriously and deals with them in confidence and without fear of recrimination or disadvantage.

This procedure therefore is designed to ensure that all appeals and complaints are dealt with in a manner that is fair, transparent, timely and based on consideration of relevant evidence.

This document should be read in conjunction with the separate Student Appeals and Complaints Policy for Applicants. This procedure undergoes periodic review and may be updated at any time to ensure clarity, accuracy and best practice. Please refer to the on-line version to verify currency of any printed copies of this document: <http://www.mmu.ac.uk/sas/recruitment/recruitment-team-resources.php> or by contacting the University Admissions office.

1. The Appeals Procedure

Initial contact

Applicants who are dissatisfied with an admissions decision may submit an appeal in writing to the Head of Admissions using the pro-forma provided at the end of this document. The Appeals procedure can only be used where there are adequate grounds for doing so and **may not be used** simply because a candidate has been unsuccessful with his or her application.

There is no provision for appeal against the academic or professional judgement of those making the decision on applications.

The appeal should be made using the pro-forma provided at the end of this document and must include the following information:

- Applicant's name
- Applicant's address
- UCAS/GTTR or other application reference number where applicable
- The programme applied for
- The information they have already received

There are a number of grounds for making an appeal and at least one must be specified in the letter. The grounds for appeal are as follows:

- There is evidence that procedure was not followed
- There is new evidence which has come to light and there are valid reasons for not previously making it available. If no good reason is given as to why this information was not previously available then it will not be considered
- There is evidence that the University has demonstrated bias or prejudice in the treatment of the application.

Please note that all relevant information should be submitted at this time using the dedicated pro-forma attached. It is not possible to consider information which is submitted at a later point in the appeals process without good reason. Appeals can only be considered if received within 10 working days of the original dispatch of information about an interview, offer or rejection decision.

Verbal discussions regarding the details of the appeal will not be entered into. Appeals can only be considered if made in writing.

Stage 1

Receipt of the appeal will be acknowledged in writing normally within 5 working days of the date of receipt. The Head of Admissions will assess the grounds on which the appeal is based to determine whether they are valid.

If it is found that there are no valid grounds for appeal, the appeal will not be progressed any further and the applicant will be informed of this in writing normally within 10 working days. Applicants can request a review by the Director of Recruitment and Admissions if a decision not to progress a Stage 1 appeal is made. Requests for a review must be made in writing within 10 days of receiving the decision not to progress the appeal from the University. In this circumstance the decision of the Director of Recruitment and Admissions is final and the applicant does not have further recourse under these procedures.

Stage 2

If the grounds stated are assessed as valid, the appeal will be passed to both the appropriate Admissions Tutor and the Head of Admissions for consideration. A formal response will be issued in writing normally within 10 working days. This response will have one of the following outcomes:

- The decision under appeal will be reviewed and the same decision will be arrived at.
- The decision under appeal will be reviewed and a different decision will be arrived at.

Stage 3

If the appeal is not resolved to the satisfaction of the applicant s/he may write to the Director of Recruitment and Admissions within 10 working days of dispatch of the formal response stating reason for their dissatisfaction.

Appeals at this stage will only be considered valid on the following grounds:

- That the University has failed to follow the procedure as stated in this document;
- That there is new material evidence that for good reason was not available at earlier stages of the procedure. Consideration of such evidence will only take place in exceptional circumstances and the applicant will be required to explain to the satisfaction of the Director why such evidence could not be disclosed at an earlier stage
- That there is evidence that the University has demonstrated bias or prejudice in the treatment of the application.

Stage 3 appeals will be reviewed by the Appeal and Complaints Review Panel. The membership of this panel is as follows: Head of Graduate School and Student Case Management (Chair), Director of Recruitment and Admissions, Director of Student Support, and a Head of Faculty SAS.

An applicant seeking a review should submit a written request within 10 working days of the date of the outcome of the notification of the Stage two appeal.

The panel will decide if sufficient grounds for a review have been met and retains the right to refuse the request where:

- No prima facie case has been made out in respect of the ground identified above and/or

- The request for a review was submitted late

Where the request for a review is refused, the Chair of the review panel will write to the applicant setting out the reasons for the decision.

If the request for a review is upheld, an investigation will take place and the following outcomes may arise;

- That following review of the matter, the applicant did not meet one or more grounds for the review and the outcome of Stage two is upheld; or
- One or more of the grounds have been met and would have changed the outcome at Stage two.

The decision made by the Appeals and Complaints Review Panel is final. At this point all internal procedures are complete.

2. The Complaints Procedure

There are two routes for complaints:

- Informal (verbal)
- Formal (written)

Informal – Stage 1

Informal complaints may be made verbally to the Admissions Administrators/Officers, normally within 2 working days of the event or incident to which they relate and no more than 5 working days. This would enable the Admissions staff to gather information about the event or incident quickly. We aim to resolve as many complaints as possible informally and as quickly as practically possible.

Formal – Stage 2

However, applicants who remain dissatisfied or have a more serious complaint may make a formal complaint in writing. This complaint should be addressed to the Head of Admissions and be submitted no later than 10 working days after the event or incident. The complaint should be made using the pro-forma provided at the end of this document and must include the following information:

- Applicant's name
- Applicant's address and contact details
- Applicant's UCAS/GTTR number where applicable
- The programme applied for
- The information they have already received
- The nature of their complaint and any supporting evidence
- A reasonable outcome which the applicant feels would be an appropriate response.

Please note that all relevant information should be submitted at this time and that it is not possible to consider information which is submitted at a later point in the complaints process without good reason.

The complaint will be investigated by the Head of Admissions who will reply to the applicant in writing, normally within 10 working days.

Stage 3

If the applicant remains dissatisfied with the decision s/he may write to the Director of Recruitment and Admissions explaining why the applicant remains dissatisfied and, in respect of the complaint, what she/he would have hoped the outcome would have been.

Stage 3 complaints will be reviewed by the Appeal and Complaints Review Panel. The membership of this panel is as follows: Head of Graduate School and Student Case Management (Chair), Director of Recruitment and Admissions, Director of Student Support, , and a Head of Faculty SAS.

An applicant seeking a review should submit a written request within 10 working days of the date of the outcome of the notification of the Stage two complaint.

The panel will decide if sufficient grounds for a review have been met and retains the right to refuse the request where:

- No prima facie case has been made out in respect of the ground identified above and/or
- The request for a review was submitted late

Where the request for a review is refused, the Chair of the review panel will write to the applicant setting out the reasons for the decision.

If the request for a review is upheld, an investigation will take place and the following outcomes may arise;

- That following review of the matter, the applicant did not meet one or more grounds for the review and the outcome of Stage two is upheld; or
- One or more of the grounds have been met and would have changed the outcome at Stage two.

The decision made by the Appeals and Complaints Review Panel is final. At this point all internal procedures are complete.

Timescales

The timescales for the process are stated above. Applicants are requested not to contact the University in these time periods and are advised that no additional correspondence either by telephone, email or letter or any other medium will be entered into. This is to ensure that a comprehensive investigation can be undertaken within the timescales.

Storage of information relating to Appeals and Complaints

By signing your letter of Appeal or Complaint, you agree that the University can process information it contains for all the purposes relating to the Appeal and Complaints procedure for applicants and to your application to the University. Information will be stored and processed in accordance with the University's registration under the Data Protection Act (1998). It may be disclosed to members of the University who have a need to see it and will be stored as part of your application to the University.

Monitoring of Appeals and Complaints

The University is committed to continuous improvement and constructive handling of appeals and complaints. This means that the University reviews the number and outcomes of Appeals and Complaints and may report this to internal quality assurance forums and committees with a view to improving customer service. Monitoring reports will not contain any personally identifiable information.

Contact details

Address:

Student Head of Admissions
Manchester Metropolitan University
Business School/Student Hub
All Saints Campus
Manchester
M15 6BH

Version control statement

Version	1.0
Document title	Student Appeals and Complaints Procedure for Applicants
Approved Date	8 th June 2016
Approved by	Academic Board
Date for review	8 th June 2019
Amendments since approval	

**Manchester Metropolitan University
Recruitment and Admissions**

Appeals and Complaints Form for Applicants

This form is only for the purpose of submitting a formal complaint or appeal in accordance with the University’s Applicant Complaints and Appeals Policy. Please read the policy and supporting procedures before submitting the form. If you have any queries concerning the completion or submission of this form, please contact the Head of Admissions [here](#).

Surname	
First name(s)	
UCAS Personal ID: (if appropriate)	

Contact details (if different to those on the application or if an application has not been sent yet)

e-mail	
Mobile phone	
Telephone (daytime)	
Address and post code	

Please tick one only

I wish to complain about a procedural error, irregularity or maladministration in the admissions procedures or policies	<input type="checkbox"/>
or	
I wish to appeal against a decision made on my application	<input type="checkbox"/>

Please provide details of your complaint or appeal below (continue on separate sheets if necessary)

Are you attaching any additional documentation?	
	Y/N
If yes please list	
Have you already discussed your complaint or appeal informally with a member of University staff?	
	Y/N
If yes, please provide details (continue on separate sheets if necessary)	

If you have any specific resolution in mind, please indicate your desired outcome(s) below. Please note any expression of preferred outcome will not prejudice our consideration of your complaint or appeal. (continue on separate sheets if necessary)

--

Declaration:

I confirm that the above details and any attached documentation is a true reflection of events to the best of my knowledge and that it does not contain any false or fraudulent information. I agree to the investigating officer on behalf of the University sharing details of this case, including information from my application, with other persons as part of any investigation and to retain a record of that investigation, in accordance with the University's Applicant Complaints and Appeals Policy.

signed		date	
--------	--	------	--

Please send this form and any additional documentation to:
Email Address

You should normally expect a response within 7 days of sending this form, although this may take longer over some holiday periods.