

Complaints Procedure for Student Admissions

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Approved By: ULTAC
Originator: Admissions Service

Application to collaborative provision: **Advisable**

Responsibilities: Heads of Schools
 Admissions tutors
 Head of Admissions Service

Contacts: Head of Admissions Service

Applications for exemptions to: ULTAC
Report Exemptions to: ULTAC

Summary/ Description:

This sets out the rights of applicants to complain about an admissions decision. (Complaints by applicants must be kept separate from complaints by students - governed by E2)

Version 3 05 (Aug 16) replaces department with school and Head of Department with Head of School

Version 3 04 updates the code with reference to the new committee structure

Version 3 02 removes reference to NMAS in para 1

Version 3 01 updates the code to reflect the current title of the Head of the Admissions Service.

This university Code has been written in accordance with the approach approved by QSC to enhance clarity (Quality Handbook section A2) involving the following terminology:
must = mandatory **should** = advisable **may** = desirable.
 Where these terms are used they are emphasised in bold.

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Complaints Procedure for Student Admissions

1. An applicant who wishes to make a formal complaint must lodge his/her complaint in writing with the Head of the Admissions Service within 30 days of the decision on their application being notified officially. Complaints made by third parties cannot be considered. For those applying through UCAS or GTTR official notification constitutes the application outcome notified via that external system. For other applicants the date is taken from the date of issue of the official University notification.
2. A complaint may be made on grounds of a selection process for student admission having not been dutifully carried out in a manner consistent with the University's Equal Opportunities Code of Practice for Student Admissions. Appeals against academic decisions taken during the selection process will not be considered but where possible further guidance and advice on the reason for the outcome will be given on request.
3. Complaints should be in writing and addressed to:

Head of Admissions Service
Student Recruitment Directorate
University of Hull
Cottingham Road
Hull
HU6 7RX
4. The Head of the Admissions Service will inform the appropriate Dean of Faculty immediately*, for the Dean to instigate a full investigation. In the absence of the Dean, the Head of the academic school will be contacted. The Dean will normally delegate investigation of a complaint to the Head of the Admissions Service, which will include involvement of the Head of School.
5. Complainants will be advised of the outcome of the investigation in writing by the Dean within 30 days of receipt of the initial complaint. This will include reasons for the decision as to whether the complaint has been upheld or rejected and an indication of the evidence on which the decision has been based.
6. Complainants may be asked to provide any further information deemed appropriate in order to investigate the complaint and failure to provide such information requested may result in the investigation not being completed. S/he may be asked to attend a discussion with Dean and Head of Admissions Service if there is insufficient evidence to reach a clear decision.
7. The Complainant has 30 days from issue of the Dean's response to respond if s/he believes there to be any matters of inaccuracy arising within the determination.

*in the case of a complaint being made on the grounds of a decision having been taken by the University on the basis of a risk assessment and information about the applicant's criminal record the University Registrar and Secretary will lead the investigation and reply to the complainant.