



# Complaints and Appeals Process for Applicants

## 1. Principles and Definitions

- 1.1 The University is committed to delivering an Admissions service which is customer focused, fair, transparent, and is in accordance with its Admissions Policy, relevant legislation and best practice guidance.
- 1.2 We encourage applicants who experience a problem with the service provided by the Admissions Service to initially raise the matter informally with the Admissions Team directly. Please note applicants may not raise concerns about academic judgement.
- 1.3 Should an applicant wish to request a review of the decision made on their application or wish to make a complaint about the admissions process having first contacted the Admissions Team on an informal basis, a formal Complaints and Appeals Process is available as detailed in this document.
- 1.4 Appeals and complaints are handled separately from the application for entry. An appeal or complaint made in good faith will not prejudice current or future applications. It is important to note most issues are resolved amicably and without recourse to the formal stage of this process.
- 1.5 Appeals or complaints must be submitted by the applicant themselves and not a third party (school, parent or other representative). In cases where the applicant is a minor, the applicant must be accompanied by a parent or guardian. The applicant must declare to the Admissions Team that this is the case.
- 1.6 Appeals
  - 1.6.1 An appeal is defined as a request by an applicant for a formal review of the outcome of an admissions decision.
  - 1.6.2 Applicants may appeal an admissions decision by the University if they feel that the University did not appropriately consider their application in accordance with the Admissions Policy or other published procedures, or that they did not take account of all the information provided.
  - 1.6.3 Applicants may not appeal an admissions decision based on the academic judgement of a member of academic staff about their suitability for entry onto that course.
- 1.7 Complaints



Home undergraduate applications: Division of Marketing and UG Recruitment and Admissions

Home postgraduate applications and international applications: Division of International & Postgraduate (Taught) Development

Postgraduate Research applications: Research and Graduate School

They will review the application and other relevant information with the academic department.

2.2.4 We will respond to your appeal within 20 working days of receipt of the appeal. If we

- 2.4 Stage 3 – Review by an Appeals Officer
- 2.4.1 Applicants who are not satisfied with the decision taken in respect of an appeal or complaint may request that their case be heard by an Appeals Officer. The Appeals Officer will be an external person nominated by the Vice-Chancellor.
- 2.4.2 A request for a case to be heard by an Appeals Officer must be made within 3 months of the date of the written outcome of Stage 2 stating that a review is requested under Stage 3 of the Complaints and Appeals Process for Applicants.
- 2.4.3 The Appeals Officer will carry out the review in private and all relevant facts will be taken into consideration. Applicants may attend the review and be accompanied by a nominated representative who may speak or act on their behalf. Notes of the review will be taken.
- 2.4.4 The Appeals Officer may decide to:
- a) Uphold the complaint
  - b) Refer the matter for consideration under another University policy or procedure
  - c) Conclude that there is insufficient grounds to take any further action and concluding the matter under this process
- 2.4.5 Applicants will be notified by the Appeals Officer in writing within 28 working days of receipt of the request.
- 2.4.6 If your complaint is upheld, the University will take such reasonable action as is appropriate and you will be informed of the outcome in writing. If your complaint is not upheld, we will communicate the reasons for this decision in writing.

### 3. Contact information

Home undergraduate applications:  
Division of Marketing and UG Recruitment and Admissions  
01204 903394  
[ugadmissions@bolton.ac.uk](mailto:ugadmissions@bolton.ac.uk)

Home postgraduate applications and international applications:  
Division of International & Postgraduate (Taught) Development  
01204 903110  
[pgadmissions@bolton.ac.uk](mailto:pgadmissions@bolton.ac.uk) or [intadmissions@bolton.ac.uk](mailto:intadmissions@bolton.ac.uk)

Postgraduate Research applications:  
Research and Graduate School  
01204 903883  
[research-admin@bolton.ac.uk](mailto:research-admin@bolton.ac.uk)

TITLE OF POLICY: Complaints and Appeals Process for Applicants	
Policy ref:	
Version number	3
Version date	July 2021
Name of Developer/Reviewer	Paul Starkey
Policy Owner (Group/Centre/Unit)	Division of Marketing & UG Reck1 T UG Rec

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# Complaints and Appeals Form for Applicants

This form is for the submission of complaints and appeals relating to the admission of students to

Year of application	
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### 3. Nature of Request

5. Desired Resolution

Please tell us how you would like the University to resolve your appeal/complaint

6. Supporting Information

Please list any documents you have provided with this form in support of your request.

7. Previous Action

Please



## 8. Declaration