

Admissions Complaints Procedure

Information to Applicants

The University recognises that there may be occasions when applicants are dissatisfied with the way in which their application has been treated by our University. In this context a complaint is defined as being related to a procedural error, irregularity or maladministration of our published policies or procedures. Matters of academic judgement - for example whether an applicant can show evidence of their ability to succeed on a course - are not in the scope of this process, unless it can be demonstrated that published procedures have not been followed in reaching that judgement.

Concerns can often be resolved satisfactorily and quickly on an informal basis. Wherever possible, you should talk to the person directly involved with the situation, usually a member of the Admissions team, as soon as possible after the situation arises, and certainly within 28 days of the event.

If after this informal process you do not feel the situation has been dealt with satisfactorily, then you may submit a formal letter of complaint. This should be submitted within 28 days of the outcome of the informal process

There is no prescribed format for the letter of complaint but it should include:

- The reason for your complaint
- Evidence as to why you are making your complaint
- Why you are unsatisfied with the response you have received (from any informal resolution you have sought)
- Full details of the complaint, including any interaction you may have had with our university staff and evidence to support your complaint
- Any disadvantage you feel you may have suffered
- The outcome you hope to achieve from the complaints process

We will acknowledge receipt of your complaint within 7 days and endeavour to respond to the substance of the complaint within 21 days. Within that substantive response you will receive written notification of the outcome of the investigation. On

occasion we will require further information and, as such, we may require more time in order to complete this investigation. If you are still unsatisfied, then you may seek a 'Final Review' of the decision by the Director of University Recruitment. You may only do this in writing, and within 21 days of receipt of the outcome of your formal complaint.

If such a Review is sought, the Director of University Recruitment will respond within 28 days. **This decision is final and there will be no further avenue of review within the University.** The 'Final Review' is only available where you believe the complaint process has not been handled according to this procedure.

There is no prescribed format for submitting a request for a 'Final Review' but you are not permitted to submit new evidence at this point. Evidence submitted at the earlier stage will be included.

Throughout the whole process we will:

- Maintain confidentiality, revealing information only to those involved in the process of investigation
- Deal objectively and courteously with your complaint within the specified timeframes

Admissions
Leeds Beckett University
Bronte Hall
Headingley Campus
Leeds
LS6 3QW

Applications through UCAS

Email: ucasadmissions@leedsbeckett.ac.uk

All other applications

Email: directadmissions@leedsbeckett.ac.uk