

Student Complaints

Aims

The University endeavours to conduct a fair and transparent admissions process. If an applicant is not satisfied with a particular aspect of the process they may wish to make a complaint.

Informal complaints

In the first instance, the applicant is encouraged to contact the admissions tutor. The applicant should expect to receive a written response within two weeks.

Formal complaints

If the applicant is not satisfied with the outcome of the initial enquiry, he/she should write to the Director of Admissions, specifying their concerns, and including any relevant supporting documentation.

The Director of Admissions will endeavour to seek a satisfactory solution to the matter by undertaking a prompt investigation. The applicant should expect to receive a written response within two weeks.

If the applicant is not satisfied with the outcome, they may request another review by writing to the Pro-Vice Chancellor (Student Experience) who will conduct a further investigation. The applicant should expect to receive a written response within two weeks.

The outcome of this review will be considered final.

The University will not continue with the complaints procedure if the complaint is being pursued in an unreasonably persistent or vexatious manner.