COMPLAINTS AND APPEALS PROCEDURE (APPLICATIONS)

1. Principles

1.1 At Cardiff University we are committed to the provision of high quality, fair, and transparent admissions procedures for all our applicants that is free from bias and prejudice. We recognise, however, that there may be occasions when an applicant will feel dissatisfied with the conduct of the University’s admissions process or its outcome.

1.2 Cardiff University makes significant effort to ensure that minimum entry requirements (including non-academic requirements) for its courses are accessible. For the majority of our programmes this will be via the course information provided on the Study pages of the Cardiff University website (via the Coursefinder tool) and for undergraduate programmes via UCAS course search.

1.3 We encourage applicants who experience a problem with the service to initially raise the matter informally with the Admissions Team. Should you then wish to formally appeal the decision made on your application, or wish to make a formal complaint about any aspect of the admissions process (having first contacted the Admissions Team on an informal basis), a formal complaints and appeals procedure is available as detailed in this document.

1.4 You will not be disadvantaged in any way because you have used the Complaints and Appeals Procedure.

1.5 This policy should be read in association with:
   - Cardiff University Academic Regulations
   - Cardiff University Admissions Policies including English language requirements.

2. Definitions

2.1 An appeal is defined as a request for the review of a selection decision and/or the outcome of an application.

2.2 A complaint is defined as an expression of dissatisfaction about the conduct of any aspect of the University’s recruitment or admission process.

3. Who can use the Appeals and Complaints Procedure?

3.1 This procedure is for anyone who has encountered an issue at any stage of the Cardiff University application process.¹

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¹ A complaints and appeals policy is available for current students of Cardiff University at https://intranet.cardiff.ac.uk/students
3.2 The procedure applies to all applicants, whether submitting their application directly to the University, via a third party such as UCAS, or as a request for an internal transfer within the University.

3.3 Appeals which are submitted by third parties without the consent of the applicant will not be considered, nor will complaints which are submitted anonymously be investigated.

3.4 Appeals based on challenges to the judgement of selectors in relation to the academic and non-academic selection criteria for its programmes will not be considered unless there is evidence that an application has not been treated consistently with other applications for the same programme of study during the decision making process.

3.5 You can use this procedure to complain within the same admissions cycle that complaint has arisen in. For appeals, you can use this procedure up to 28 working days following receipt of the University’s decision.

4. Procedure

4.1 Stage 1 – Informal Feedback

If you are unhappy with an admissions decision, or with the way an application has been handled, then you are encouraged to initially raise the matter with the Admissions Team, via admissions@cardiff.ac.uk. We aim to provide a response to you, in writing, within 10 working days of receipt of your request.

4.2 Stage 2 – Formal Complaint or Appeal

i. Whilst most cases are resolved by the provision of informal feedback, if you remain unsatisfied with the informal feedback you have received then a formal complaint or appeal can be submitted. This should be submitted in writing to the following address:

   For the attention of: The Head of University Admissions
   Email: applicantappeals@cardiff.ac.uk
   Post: Academic and Student Support Services
   Cardiff University
   McKenzie House
   30-36 Newport Road
   Cardiff, CF24 0D

ii. A complaint should be submitted in writing, within the same admissions cycle that complaint has arisen in. As part of a complaint submission you should include:
   • Your name, email address, postal address, and (if appropriate) your application number and the details of the programme you have applied for;
   • The nature of the complaint, giving as much detail as possible;
   • Any steps that have already been taken to resolve the matter;
   • Details of any responses you have received and a statement of why you feel that response is unsatisfactory;
• Any evidence to support your complaint;
• An indication of the outcome you are seeking.

iii. An appeal should be submitted in writing within 28 working days of the University’s decision. Your appeal should include the following information:
• Your name, email address, postal address, and application number;
• Details of the programme you have applied for;
• Specific details of the ground(s) for the appeal/complaint, along with any supporting evidence, in particular medical or other evidence to support a claim for mitigation;
• An indication of the outcome you are seeking.

iv. We will acknowledge receipt of your complaint or appeal by email within 5 working days. An investigation will take place, led by the Head of University Admissions, with input from the Admissions Team, Academic School, or other parts of the University as appropriate. If we require further information from you, or anticipate a delay in responding, we will write to you by email advise you.

v. We will respond to your complaint or appeal in writing within 28 working days of receipt of all information. The response will include details of the investigation which has taken place, will outline the response to the investigation from areas of the University involved, and will detail the findings of the investigation.

vi. If your complaint or appeal is upheld, the University will take such reasonable action as is appropriate and you will be informed of the outcome in writing. If your appeal is not upheld, we will communicate the reasons for this decision in writing.

vii. Reasonable action resulting from an appeal which is upheld would be to reconsider the application. In such circumstances, the University may not be able to guarantee admission in the academic session initially requested; admission at an alternative point of entry may be offered.

viii. Reasonable action to remedy a complaint which is upheld could, for example, include an apology or an undertaking to revise procedure.

4.3 Stage 3 – Review by the Academic Registrar

If you are not satisfied with the decision taken in respect of your appeal or complaint, you can request an independent review. The University’s independent reviewer is the Academic Registrar. A request for a case to be reviewed must be made within 3 months of the date of the written outcome of Stage 2, and submitted in writing to the following address:

For the attention of: The Academic Registrar
Email: applicantappeals@cf.ac.uk
Post: Academic and Student Support Services
Cardiff University
McKenzie House
In your request, you should explain clearly the reasons why you are unsatisfied with the decision you have received. The Academic Registrar will carry out the review taking all relevant facts into consideration. The Academic Registrar may decide to:

- Uphold the complaint or appeal;
- Conclude that there are insufficient grounds to take any further action and conclude the matter under this process.

Applicants will be notified by the Academic Registrar in writing within 28 working days of receipt of the request. The decision of the Academic Registrar will be final, and no further correspondence will be entered into.

5. **Storage and Processing of Complaints and Appeals Information**

5.1 All complaint and appeals will be dealt with confidentially and with due regard for privacy. Information may be disclosed to members of the University who have a need to see it in order to investigate the appeal or complaint.

5.2 The information will be stored and processed in accordance with the Data Protection Act (2018). The record of the complaint/ appeal and any supporting papers will be destroyed one calendar year following resolution of the case.

6. **Contact Details**

For further information please contact the Admissions Team:

Admissions Team  
Cardiff University  
McKenzie House  
30-36 Newport Road  
Cardiff  
CF24 0DE

[Admissions@cardiff.ac.uk](mailto:Admissions@cardiff.ac.uk)  
+44 (0)29 20879999