

COMPLAINTS AND APPEALS PROCEDURE (APPLICATIONS)

1. Principles

- 1.1 At Cardiff University we are committed to the provision of high quality and fair and transparent admissions procedures for all our applicants. 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 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.
- 1.3 You will not be disadvantaged in any way because you have used the Complaints and Appeals Procedure.

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
- 3.2 The procedure applies to all applicants, whether submitting their application via UCAS, BVC Online, LPC CAB, directly to the University 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.

¹ A complaints and appeals policy is available for students of Cardiff University at <https://intranet.cardiff.ac.uk/students>

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 will 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 on the form provided to the following address:

For the attention of: The Head of University Admissions

Email: applicantappeals@cf.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, 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;
- 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, address and application number;
- The programme you have applied for;
- Specific details of the ground(s) for the appeal, 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 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 advise you.

- v. We will respond to your complaint or appeal in writing within 28 working days of receipt of all information. Your response will include details of the investigation which has taken place, and 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
30-36 Newport Road
Cardiff, CF24 0D

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 is 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 University's registration under the Data Protection Act (1998). 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:

Telephone +44 (0)29 2087 9999

Email: admissions@cardiff.ac.uk.



COMPLAINT/APPEAL FORM (APPLICATIONS)

This form is only for the purpose of submitting a formal complaint or appeal in accordance with the University's Complaints and Appeals Procedure for Applicants <link to policy>. Please ensure that you read the procedure before completing and submitting this form.

If you have any queries concerning the completion or submission of this form, please contact the Admissions Team by emailing Applicantappeals@cf.ac.uk.

Personal Details
Family name:
Given name(s):
E-mail:
Telephone :
Address and postal code (if relevant):
<i>If relevant:</i>
Cardiff University Application number or UCAS Personal ID:
Programme applied for:
Please tick one only:
<input type="checkbox"/> I wish to complain about an unsatisfactory experience, or an error in your University's admissions procedures or policies.
<i>or</i>
<input type="checkbox"/> I wish to appeal against the decision made on my application
Please provide details of your complaint or appeal below: <i>(continue on separate sheets if necessary)</i>

Are you attaching any additional documentation?	
Y/N (please indicate)	
If yes, please list the documents attached	
Have you already discussed your complaint or appeal informally with a member of University staff?	
Y/N (please indicate)	
If yes, please provide details <i>(continue on separate sheets if necessary)</i>	
If you have any specific resolution in mind, please indicate your desired outcome(s) below. Please note any expression of preferred outcome will not prejudice our consideration of your complaint or appeal. <i>(continue on separate sheets if necessary)</i>	
Declaration:	
I confirm that the above details and any attached documentation is a true reflection of events to the best of my knowledge and that it does not contain any false or fraudulent information. I agree to the investigating officer on behalf of the University sharing details of this case, including information from my application, with other persons as part of any investigation and to retain a record of that investigation, in accordance with the University's Complaints and Appeals Procedure for Applicants.	
Signed:	Date:

Please submit this form and any additional documentation by emailing it to Applicantappeals@cf.ac.uk.

You should normally expect an acknowledgement within 5 working days of sending this form. If you do not received a response, please contact the Admissions Team (Admissions@cf.ac.uk) for an update.