Complaints Procedure for Applicants:

1. Personal Details

The complaints procedure expects applicants to raise matters of complaint on their own behalf and the decision whether to make a complaint rests with you. Third party complaints will only be investigated in exceptional circumstances, and we will require your written consent. Please be assured that by submitting a complaint to the University applicants will not be discriminated against in any further or future application.   Your complaint will be dealt with in confidence. However, the University will need to make appropriate internal enquiries to investigate the matters that are the subject of the complaint on a need-to-know-basis. If your complaint is about a specified member of staff, that member of staff has the right to be supplied with a copy of the complaint and, if necessary, to provide a response to your complaint.

2. Contact Information

Please let us know if you prefer the University to communicate with you by hard copy in the mail or electronically by email. However, in some instances, the University may need to

Outcomes that cannot be considered:

- Academic Judgement: It is not possible for a complaint considered under this procedure to reach a decision that interferes with the normal operation of academic judgments made by admissions staff with authority to make admissions decisions delegated by Senate. As entry to our programmes is competitive the University will make academic judgements that applicants may not agree with. This is not grounds for complaint. An academic decision is only reviewed if there is evidence that the policy or procedures of the University have not been followed and that this has had a material and negative impact on the outcome of an application.

- Breaches of Law: It is not possible for a complaint considered under this procedure to reach a decision that a member of staff should be disciplined or removed from post as this decision would need to be made in accordance with University Human Resources policies, UK Law and EU Directives. Likewise, it is not possible for a complaint outcome to determine whether the University breached any UK Law or EU Directive as these decisions are reserved for the courts. A complaint will only be able to determine whether or not, in light of the matters raised in the complaint, the University provided a service to an applicant which was in accordance with its own internal policies and procedures.

- Financial Compensation: If you are requesting financial compensation, please note that the complaint process will not normally consider refunds of payments previously made to the University or other organisations as part of the admissions process. Other forms of compensation such as compensation for future loss of earnings or other expenses that you may have encountered as the result of accepting a place for study at the University will not normally be part of an outcome to the complaint process. If you are offered a refund as part of a complaint outcome, you would be required to verify by signature that you accept the refund or compensation in full and final settlement of your complaints. Additional terms may also be applied as necessary with respect to an individual case. You would therefore not be entitled to make further use of the University's internal complaints procedure. This may affect your rights to pursue any legal action against the University.

6. Additional Complaint Information

If necessary, you should use this section to briefly provide additional factual information to support your complaints summarised in section 3. It is not necessary to describe any events complained about in great detail but, when completing this section, it is helpful if you were able to relay any events described in order of the date/time they occurred. You should not expect that the complaint report will specifically comment on the events mentioned by you in this section; however they may be referred to in a more general way. A balance of probabilities is the test that is applied in determining the outcome ofrt wition Y