



## Leeds Beckett University

### Admissions Complaints Procedure

#### **Purpose**

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 and would like to submit a complaint. In this context a complaint is defined as being related to a procedural error, irregularity or maladministration of our published policies or procedures.

This procedure is designed to ensure that complaints are dealt with in a manner that is fair, transparent, and timely. It ensures procedural parity between all applicants and provides a definition of an admissions complaint, enabling University staff to manage complaints effectively.

The University recognises the importance of free speech and will take all reasonably practicable steps to ensure lawful freedom of speech at the University. See the University's [Code of Practice on Freedom of Speech](#) for further information.

Applicants are expected to treat all members of university staff with respect when engaging with this complaints procedure. Threatening or abusive behaviour verbally, in writing, or physically will not be tolerated and such behaviour may result in the applicant having their complaint and application automatically rejected.

#### **Scope**

This procedure can be used by any undergraduate or postgraduate applicant who has applied to the University, including courses based at partner institutions (e.g. PGCE courses) and Degree Apprenticeships. This procedure covers applicant complaints and appeals for all modes of study, including full time, part time, distance learning and block delivery.

This procedure covers the following types of complaint:

- Complaints about the University's handling of a query or an application for admission for example, a procedural error, irregularity or maladministration;
- Allegations that admissions criteria were not applied correctly or even-handedly, resulting in a formal request for a review of the admission decision;
- Emergence of new material which may have affected the decision. In such cases the applicant must also provide details of why the new information was not made available at the time of application. If this information was available or known to the applicant at the time of application but not included for whatever reason, it will not normally be considered.

There is no right to bring a complaint under this procedure where:

- the application is from a third party
- the dispute concerns academic judgement
- the dispute concerns a decision already accepted by the applicant

- the request would contravene government regulations or any contract with external organisations, such as UCAS
- the application was for a previous academic year
- the application would put the applicant and/or University in breach of immigration regulations
- strategic decisions relating to the overall size and delivery of courses
- caps on student numbers in particular courses whether imposed by the University, government or professional bodies.
- for regulated courses, the applicant has not complied fully with the [Criminal Convictions and Disclosure Policy and Procedure](#) and the [Guidance for undertaking DBS checks, health checks and additional safeguarding checks for course entry requirements](#)
- for regulated courses, the dispute concerns professional judgement about the applicant's suitability for the course

### **Roles and responsibilities**

Only the applicant may submit a complaint under this procedure and receive the University's response to the complaint. Complaints will be addressed by the University set out under each of the stages below.

### **Complaints Process**

#### **Stage 1 – Informal**

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 10 days of the date of the admissions decision.

#### **Stage 2 – Formal**

An applicant who is dissatisfied with the outcome of Stage 1 may ask for a formal review by submitting their concerns in writing using the form in [Appendix A – Applicant Complaint/Appeal Form](#), also available at [<https://forms.office.com/e/qvpU9SmWj1>]. This should be done as soon as possible and in any event within 10 working days of the Stage 1 response (unless you are able to provide compelling evidence which shows why you could not raise the complaint sooner) to Director [or their nominee] [[admissionscompliance@leedsbeckett.ac.uk](mailto:admissionscompliance@leedsbeckett.ac.uk)]

The Director [or their nominee] will investigate your complaint. If necessary, the Director [or their nominee] will consult with relevant academic staff before responding. A written response will be made to every complaint, normally within [10] working days, and this written response will mark the completion of the formal stage of the procedure. On occasion we will require further information and, as such, we may require more time to complete this investigation.

When a complaint is made about specific members of staff, those staff shall have the right to see copies of relevant documentation, to present evidence to the Director [or their nominee], and to be informed of the outcome of the complaint/appeal. The University reserves the right to



maintain confidentiality in relation to staff disciplinary matters. Should a complaint/appeal be upheld, the Director or their nominee may make recommendations to the Dean/Director or Head of the Academic or Service department. Recommendations may also be made to University committees in respect of quality assurance policies or procedures.

### **Stage 3 – Appeal**

An applicant who is still dissatisfied after Stage 2 may appeal to the Deputy Vice-Chancellor Resources within 10 working days of the date of the letter stating the Stage 2 decision, but only on the grounds that this procedure has not been complied with. The appeal must be made in writing and addressed for the attention of the Deputy Vice-Chancellor Resources and sent by email to [\[pa@leedsbeckett.ac.uk\]](mailto:pa@leedsbeckett.ac.uk). Copies of previous correspondence and any supporting documentation should be included and should outline why the outcome of Stage 2 does not resolve the complaint/appeal. New evidence cannot be introduced at this point. Taking into account the substance of the complaint/appeal, the Deputy Vice-Chancellor Resources will then review the case and a decision will be made.

The Deputy Vice-Chancellor Resources shall communicate their decision and the reasons for it in writing to the appellant, normally within [10] working days of receipt of the appeal. The decision of the Deputy Vice-Chancellor Resources is final and not subject to appeal. Should a complaint/appeal be upheld, the Deputy Vice-Chancellor Resources may make recommendations to the Dean/Director or Head of the relevant Academic or Service department. Recommendations may also be made to University committees in respect of quality assurance policies or procedures.

### **Storage of information relating to complaints**

By signing your letter of complaint, you agree that the University will need to process information it contains for all the purposes relating to this Complaints procedure.

### **Monitoring complaints**

The university is committed to continuous improvement and reviewing complaints to help review admissions procedures. Any monitoring reports used in this process will not contain any personally identifiable information.

### **Procedure review**

This procedure will be reviewed alongside the Admissions Policy on an annual basis.



## Appendix A: Applicant Complaint/Appeal Form

Please complete the [electronic complaints form](#), if this is not possible please email [admissionscompliance@leedsbeckett.ac.uk](mailto:admissionscompliance@leedsbeckett.ac.uk) and use the below format in the email.

<https://forms.office.com/e/qvpU9SmWj1>

### Admissions complaint procedure

Please ensure that you have read the Admissions complaints procedure before you complete this form. If you have supporting evidence that you would like to be considered as part of the is compliant, please email it to [admissionscompliance@leedsbeckett.ac.uk](mailto:admissionscompliance@leedsbeckett.ac.uk)

1. Title
2. Forename (s)
3. Family Name
4. Preferred email address
5. Applicant ID
6. Reasonable adjustments  
If you require any reasonable adjustments to accommodate your needs during this process, please provide details below.
7. Please set out the main points of your compliant below and outline any dates and correspondence you have received related to your compliant.