

# Applicant Feedback and Complaints Procedure

## 1. Definitions

- 1.1 Feedback is defined as the communication from Leeds Trinity University to an applicant, on request from the applicant, who has been unsuccessful in gaining an offer of a place or final confirmation of a place.
- 1.2 A complaint is defined as an expression of dissatisfaction either about the way in which an application has been handled or the outcome of the selection process.
- 1.3 An appeal is defined as a request for a formal review of the outcome of an admissions decision.

## 2. General principles

- 2.1 Leeds Trinity University considers all applications fairly and effectively in line with the Leeds Trinity University Admissions Policy. We are committed to the provision of fair and transparent admissions procedures. We acknowledge, however, that there may be occasions when applicants will wish to ask why their application has been rejected or believe that they have cause for complaint.
- 2.2 There is no right of appeal against a decision not to offer an applicant a place at Leeds Trinity University. There will inevitably be occasions when an applicant disagrees with a selection decision. Providing that the decision can be shown to have been reached fairly and in accordance with the published selection criteria, the original decision will not be overturned. However, should an applicant believe that University admissions principles and procedures have been inconsistently or incorrectly applied, the complaints procedure may be followed.
- 2.3 The complaints procedure may be invoked by any individual who has submitted a formal application for full-time or part-time undergraduate or postgraduate study at Leeds Trinity University and has applied via UCAS or the University's central admissions function based at Leeds Trinity University.
- 2.4 Complaints may be made by individual applicants or by groups of applicants; they may not be made by a representative, a parent, a school or any other third party.
- 2.5 Feedback and complaints will be handled confidentially and with respect for an applicant's privacy. However, it may be necessary during the review to disclose the information to others in order to deal with the feedback request or complaint effectively.

- 2.6 Anonymous complaints will not be dealt with under this procedure. Staff who receive anonymous complaints will be expected to use their discretion and judgment as to how to handle such complaints.
- 2.7 There will be no discrimination against any applicant who requests feedback or makes a complaint.
- 2.8 Leeds Trinity University will endeavour to resolve complaints amicably and informally, and to the satisfaction of all concerned without recourse to the formal complaints procedure.
- 2.9 The Applicant Feedback and Complaints Procedure is endorsed by the University's Planning Committee which forms part of the University's overall quality assurance framework. It is informed by the Quality Assurance Agency's UK Quality Code for Higher Education: Recruitment, Selection and Admission to Higher Education.
- 2.10 Advice related to the Applicant Feedback and Complaints Procedure may be obtained from the Head of Student Administration.

### 3. Applicant Feedback

- 3.1 Leeds Trinity University aims to provide clear minimum entry requirements and expected typical offers for all its courses. These, as well as information on assessment and selection criteria, may be found on the University website and via the UCAS website. It is expected that applicants read the available information on entry requirements and assessment criteria before requesting further feedback, as in many cases this will explain why their application has been unsuccessful.
- 3.2 Leeds Trinity University does not currently offer an automatic feedback facility for all programmes. Requests for individual feedback should be made in writing to the Admissions Team. Requests will be acknowledged on receipt and written feedback from the Admissions Team or Admissions Tutor will be issued within 20 working days. Following supply of feedback, Leeds Trinity University will not enter into any further correspondence.
- 3.3 Leeds Trinity University will not discuss the outcome of individual applications with anyone other than the applicant themselves unless the applicant provides permission for Leeds Trinity University staff to discuss it with another person. This is in accordance with General Data Protection Regulations, 2018.

### 4. Applicant Complaints Procedure

- 4.1 The applicant should normally raise any issue informally with a member of Admissions staff within fourteen days of the action that prompted the complaint. Every effort will be made to resolve the complaint informally.

- 4.2 The appropriate member of staff shall respond to the complaint normally within ten working days of a complaint being received. The details of any resolution of such complaints will be recorded and retained on file by Admissions staff in line with our retention periods.
- 4.3 If the complaint is not resolved informally and to the applicant's satisfaction then the applicant will be advised to submit a formal written complaint to the Head of Student Administration. This will be acknowledged normally within seven working days of receipt.
- 4.4 A full investigation of the complaint will be conducted and normally within 20 working days. The applicant will be kept informed of the progress of the investigation of the complaint and will be informed of the outcome. Should the timescale for providing a full response change, the applicant will be informed and given the reason for the delay and provided with a new date when a full response should be expected.
- 4.5 At the conclusion of the investigation the applicant will receive a written response to the complaint giving a full account of the points investigated and a reasoned judgement as to whether or not the complaint is to be upheld or dismissed, together with any ameliorative action to be taken by Leeds Trinity University.

## Further information

Further information about or clarification of these procedures is available from Admissions.

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