

Applicant Feedback and Complaints Procedures

1. Definitions

- 1.1 Feedback is defined as the communication from Leeds Trinity University College 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 College considers all applications fairly and effectively in line with the Leeds Trinity University College Admissions Policy. We are committed to the provision of fair and transparent admissions procedures for all our applicants. 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 College. However an applicant may wish to raise a complaint related to the admissions process and associated procedures.

3. Applicant Feedback

- 3.1 Leeds Trinity University College 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 in the Prospectus (paper and online) and via UCAS Entry Profiles. 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 College does not currently offer an automatic feedback facility. Requests for individual feedback should be made in writing and forwarded to the Student Administration Admissions Department. Requests will normally be acknowledged on receipt and written feedback from the relevant member of staff or Admissions Tutor will be issued within 20 working days. Following supply of feedback, Leeds Trinity University College will not enter into any further correspondence.
- 3.3 Leeds Trinity University College will not discuss the outcome of individual applications with anyone other than the applicant themselves unless the applicant provides written permission for Leeds Trinity University College staff to discuss it with another person. This is in accordance with the Data Protection Act, 1998.
- 3.4 There will be no discrimination against an applicant who requests feedback should they wish to re-apply to Leeds Trinity University College in the future as all applications are considered afresh.
- 3.5 Should the applicant feel that the admissions process has not been followed correctly they should follow the associated complaints procedure.

3.6 Leeds Trinity University College is monitoring the development of a UCAS facility, using coded responses, which will allow institutions to notify applicants of a reject decision and the reason for that outcome using UCAS Track. This system should be available to applicants applying to enter higher education in 2010 and Leeds Trinity University College intends to provide feedback to all unsuccessful UCAS applicants in this way in the future.

4. Applicant Complaints

4.1 Leeds Trinity University College aims to handle complaints promptly and fairly. In the majority of cases it is hoped that a resolution will be agreed informally to the satisfaction of all concerned and without recourse to a formal complaints procedure. However, if this course of action proves unsatisfactory, then the Applicant Complaints Procedure should be followed.

4.2 There will be no discrimination against an applicant who makes a complaint.

4.3 Complaints will be handled confidentially and with respect for an applicant's privacy. However, it may be necessary during the review of a complaint to disclose the information to others in order to deal with the complaint effectively. Anonymous complaints will not be considered.

4.4 Advice related to the Applicants Complaints Procedure may be obtained from the Assistant Academic Registrar (Student Administration).

4.5 Applicant Complaints Procedure:

4.5.1 The Applicant Complaints Procedure may be invoked by any applicant for full-time or part-time undergraduate or postgraduate study at Leeds Trinity University College.

4.5.2 The applicant should normally raise her/his complaint initially with a member of Student Administration Admissions staff. In the first instance, every effort will be made to resolve the complaint informally. The details of any resolution of such complaints will be recorded and retained on file by Student Administration Admissions staff.

4.5.3 If the complaint is not resolved informally to the candidate's satisfaction then a formal written complaint should be submitted to the Assistant Academic Registrar (Student Administration) and will be acknowledged normally within seven working days.

4.5.4 A full investigation of the complaint will be conducted within 20 working days where possible. 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.

4.5.5 At the conclusion of the investigation a written response to the complaint will be sent to the applicant 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 College.

4.6 Applicants who are not satisfied with the outcome of a complaint or how a complaint has been handled may request that the complaint be referred to the Vice Principal (Registrar) for review. The findings of the Vice Principal (Registrar) shall be final.

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