

ADMISSIONS APPEALS AND COMPLAINTS POLICY

Version 1

Policies superseded by this version

This document replaces the 'University Admissions Policy: Appeals & Complaints Procedure November 2024' (legacy City) and Section 15 of the 'Admissions Policy' (legacy St George's), with effect from July 2026 for the 2027 admissions cycle.

Summary of changes to previous version

The policy has been re-written following a review prompted by the need to update and harmonise admissions policies across City St George's following the merger.

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1 Introduction

- 1.1 City St George's, University of London (the University) is committed to hearing about things that might have gone wrong and taking appropriate action to put them right. Information on admissions complaints and appeals, including the procedure for submitting a complaint and appeal, is contained within this document.

2 Freedom of Speech and Academic Freedom

- 2.1 The University, regards freedom of speech and academic freedom to be fundamental to delivering its mission as the University of business, practice and the professions. Its values in this respect are set out in a code of practice on freedom of speech and academic freedom, which explains how the University will uphold, secure, and promote freedom of speech within the law:
<https://www.citystgeorges.ac.uk/about/governance/policies/code-of-practice-on-freedom-of-speech>.

- 2.2 Nothing in this policy should be interpreted in any way that would be inconsistent with the code of practice and – in the event of any inconsistency – the provisions of the code will prevail.

3 Equality, Diversity and Inclusion

- 3.1 The University works to advance equity, diversity and inclusion in its activities, processes, and culture, for the whole University community, including staff, students and visitors.
- 3.2 The University will meet its obligations under the Equality Act 2010 in its policies and seek to eliminate discrimination on the basis of age, disability, neurodiversity, sex, gender reassignment, gender identity, marital status, pregnancy, caring responsibilities, sexual orientation, race, nationality, ethnic origin, religion and belief and socio-economic background.

4 Definitions

4.1 Appeals against an admissions decision

An appeal should be brought if an applicant seeks a formal review of the University's decision on their application because they believe an incorrect decision has been made about their application.

4.2 Complaint about the admissions process

A complaint should be raised where an applicant has a specific concern related to a procedural error, irregularity or maladministration in the admissions procedures or policies.

5 Policy

5.1 Purpose

- 5.1.1 The University welcomes applicants from a wide range of prospective students and is dedicated to consistent, fair and professional practices to safeguard the interests of those who apply to become students.

5.2 Scope

- 5.2.1 This policy sets out how an applicant who has applied to study at the University can bring an appeal against a decision or a complaint.
- 5.2.2 This policy applies to full-time, part-time and Distance Learning applicants across undergraduate and postgraduate taught programmes.
- 5.2.3 This policy should be read alongside:
- (i) The University Admissions Policy
 - (ii) [The University Terms & Conditions](#)
- 5.2.4 The University does not routinely provide feedback to unsuccessful applicants; however, feedback can be provided to individuals on request. This would normally be provided by the School/Department to which the applicant has applied.

- 5.2.5 Dissatisfaction with the outcome of an application is not appropriate grounds with which to submit a grievance. Decisions on the admission of applicants by the authorised Admissions Officers are final and there is normally no appeal against such decisions.
- 5.2.6 This policy does not cover applications to partner institutions – except where the admissions decision itself was made by the University. Applicants who wish to raise a concern with a partner institution should write directly to the institution concerned.
- 5.2.7 This policy cannot be used for and in relation to concerns or complaints regarding payments of fees. Applicants who wish to request a review of the University's decision in relation to fees, should refer to the Fee Status Assessment Policy.
- 5.2.8 Students who are currently studying at the University and wish to make a complaint about the University should refer to [Senate Regulation 26: Student Complaints Policy](#).
- 5.2.9 This policy does not cover refusal of sponsorship of a Confirmation of Studies (CAS) to those applicants who require sponsorship. This decision lies with the Visa Compliance Manager. The Visa Compliance Team will consider all cases on an individual basis, considering any individual circumstances or grounds. Any decision regarding sponsorship is final. [Read more about the responsibilities of a sponsored student](#).

5.3 Principles

- 5.3.1 In accordance with the [University Equality, Diversity and Inclusion Strategy](#) and the University duty, practice and policy, the University will not discriminate against any applicant who brings a complaint or appeal about an admissions decision. Applicants bringing an appeal or a complaint should expect investigations undertaken and proceedings to be dealt with confidentially.
- 5.3.2 Applicants who wish to bring a matter under this policy are required to provide their full name, applicant ID, and contact details. The University is unable to investigate anonymous complaints.
- 5.3.3 When submitting an appeal or complaint, the applicant must include the grounds for requesting the investigation or review and are required to provide any supporting evidence including, where available, copies of relevant documentation.
- 5.3.4 The University will only usually accept appeals or complaints from an applicant directly.
- 5.3.5 Appeals and complaints made on behalf of an applicant by a third party will only be considered in exceptional circumstances and the applicant must give their written consent authorising the University to discuss the matter with the named third-party.

- 5.3.6 The process and outcomes of the review will be documented for the applicant and a record retained for reporting purposes for a minimum of six years following the last action on the case.

5.4 Roles and responsibilities

- 5.4.1 The Director of Admissions and the Admissions team have responsibility for investigating and responding to formal appeals and complaints and providing appropriate advice and guidance. These roles and responsibilities are described in more detail in Section 6 and 7.

6 Procedure

- 6.1 The University operates a three-stage process for applicant appeals and complaints.

6.2 Stage 1

If an applicant wishes to raise an appeal against a decision or a complaint against the admissions process, they should contact the Admissions team in the first instance. Appeals should be submitted within 10 working days of the decision. Complaints should be submitted within 10 working days of the incident. Appeals or complaints submitted after this time period are deemed as out of time and may not be considered.

Appeals and complaints must be submitted using the [Stage 1 Appeals and Complaints Form](#).

The University will investigate and provide a response within 10 working days from the date the appeal or complaint was submitted. For appeals, this will include feedback on the original admissions decision. Occasionally, the University may need to extend the timescale needed to respond. If this is the case, the applicant will be contacted and informed of the new timescale.

6.3 Stage 2

Applicants who do not consider the response they have received to be satisfactory under Stage 1 are able to escalate to Stage 2 for investigation from the relevant Admissions Manager. This must be done by submission of the [Stage 2 Appeals and Complaints Form](#).

Applicants should include the below details:

- The nature of the appeal or complaint and any additional supportive information
- Any formal steps already taken by the applicant
- The details of the response received from the University
- A statement as to why the applicant remains dissatisfied with the outcome
- The remedy that is being sought.

Irrespective of level or mode of study, applicants should make their formal appeal or complaint within 10 working days after receiving the response following the Stage 1

review. Stage 2 appeals and complaints will be investigated by the relevant Admissions Manager in consultation with the relevant Admissions staff.

The University will endeavour to respond to the appeal or complaint formally within 10 working days. Occasionally, the University may need to extend the timescale needed to respond. If this is the case, the applicant will be contacted and informed of the new timescale.

The formal response will detail the reasons the original decision was made, the rationale for the decision and how to progress further, if required. Any formal remedy which may be determined is done so without prejudice.

6.4 Stage 3

If an applicant is not satisfied with the outcome of Stage 2, they may, under certain circumstances, request a review by the Director of Admissions. This must be requested within 10 working days after the formal response to the Stage 2 appeal has been received by the applicant. Applicants must complete the [Stage 3 Appeals and Complaints Form](#).

Applicants should include the below details:

- The nature of the appeal or complaint and any additional supportive information
- Any formal steps already taken by the applicant
- The details of the response received from the University
- A statement as to why the applicant remains dissatisfied with the outcome
- The remedy that is being sought.

The Director of Admissions will then conduct a thorough investigation, which will include a review of all previous correspondence and evidence and inform the applicant of the outcome within 10 working days of receipt of the appeal or complaint. In some cases, the Director of Admissions may convene an internal panel for further consideration. To ensure a full and complete investigation, the University may be required to extend the outcome deadline. If this is the case, the applicant will be informed, and a new timescale for a full response will be given. Any formal remedy which may be determined is done so without prejudice.

The decision of the Director of Admissions is final, and this will conclude the University's internal process.

7 Advice and guidance

- 7.1 Advice and guidance will be provided by the relevant Admissions team. Admissions teams can be contacted via the [online contact form](#).

8 Failure to comply

- 8.1 The University and applicants must adhere to this policy. Appeals and complaints that do not comply with this policy will not be considered. Applicants who believe that

the University has not adhered to this policy or are otherwise unsatisfied might be able to submit a complaint to the Office of the Independent Adjudicator (OIA). The [OIA website](#) provides guidance on which complaints they are able to consider.

9 Review

- 9.1 The policy is reviewed by the Director of Admissions, supported by the Admissions team, and is approved by the University Senate, chaired by the President of the University. The policy is reviewed on an annual basis.

Policy information

Should you require further information regarding this policy or access to the policy in an alternative format, then please contact the Admissions team via the [online contact form](#).

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