



**University Admissions Policy:
Appeals & Complaints
Procedure
November 2024**

1. Introduction

1.1 City St George's University of London welcomes applicants from a wide range of prospective students and is dedicated to consistent, fair, and professional practices in order to safeguard the interests of those who apply to become students.

2. Scope

2.1 This procedure sets out how an applicant who has applied to study at City St George's, University of London can bring an appeal against a decision (detailed in section 5) or a complaint (detailed in section 6)

2.2 This procedure applies to Full-time, Part-time and Distance Learning applicants across undergraduate and postgraduate taught programmes.

2.3 This procedure should be read alongside:

- (i) [City St George's, University of London, University of Admissions Policy](#)
- (ii) [City St George's, University of London Terms & Conditions](#)
- (iii) [City St George's, University of London Equality and Diversity Policy](#)

2.4 City St George's, University of London 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 had applied.

2.5 This procedure does not cover applications to Partner Institutions – except where the admissions decision itself was made by City St George's, University of London. Applicants who wish to raise a concern with a partner institution should write directly to the institution concerned.

2.6 This procedure 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 Fees Policy, which can be found [here](#).

2.7 Students who are currently studying at City St George's, University of London and wish to make a complaint about the University should refer to [Senate Regulation 26: Student Complaints Policy](#).

2.8 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. Full details of the visa compliance be found [here](#).

3. Definitions

3.1 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.

3.2 Complaint against 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.

4. General Principles

4.1 In accordance with the City St George's, University of London [Equality, Diversity and Inclusion Strategy](#) and 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.

4.2 Applicants who wish to bring a matter under this procedure are required to provide their full name and contact details. The University is unable to investigate anonymous complaints as all investigations undertaken must be evidence-based.

4.3 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.

4.4 City St George's, University of London will only usually accept appeals or complaints from an applicant directly.

4.5 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 City St George's, University of London to discuss the matter with the named third-party.

4.6 The process and outcomes of the review will be documented for the applicant and a record retained for up to five years for reporting purposes.

5. Procedure for bringing an appeal against an admissions decision.

City St Georges, University of London operates a three-stage process for applicant appeals.

Stage 1

If an applicant wishes to raise an appeal against a decision, they should contact the Admissions Office in the first instance requesting feedback on the decision made. This should be done using the [Admission Contact Form](#) and selecting Admissions Enquiries.-The request for feedback should be made within 10 working days of a reject decision.

Stage 2

If the applicant believes that an error has been made following on from the feedback given or they wish to submit additional information, the applicant should submit a Stage 2 appeal containing details of why they feel their application should be reconsidered by submitting the [Stage 2 Appeals/Complaints form](#).

Applicants should include the below details:

- The nature of the appeal, including any additional information that could be added to the application.
- Any formal steps already taken by the applicant.
- The details of any response received from the University.
- A statement as to why the applicant remains dissatisfied with City St George's, University of London decision.
- The remedy that is being sought

Any formal remedy which may be determined is done so without prejudice.

The Admissions Officer will provide feedback to the applicant within 10 working days of receiving the applicant's request. City St George's, University of London will endeavour to respond to appeals formally and within 10 working days. Occasionally, the University may need to extend the timescale needed to respond, if this the case, the applicant will be contacted and informed of the new timescale.

The formal response will detail the reasons the appeal decision was made and how to progress further if required.

Stage 3

If an applicant is not satisfied with the outcome of Stage 2, they may, under certain circumstances, request a review by the Head of Admissions. This must be requested within 14 working days after the formal response to the Stage 2 appeal has been received by the applicant. Please complete the [Stage 3 Appeals and Complaints Form](#).

The following details should be included when lodging a Stage 3 appeal.

- The nature of the appeal and any additional information that would support the appeal.
- 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.

Any formal remedy which may be determined is done so without prejudice.

Applicants to both undergraduate and postgraduate taught courses should ask the Admissions contact from Stage 2 to escalate their appeal to a Stage 3 for onward referral to the Head of Admissions. The Head of Admissions may consider the submission and make an initial determination as to whether the appeal is eligible for a review. If deemed eligible, all available evidence and correspondence will be taken into consideration, and a response will be issued to the applicant within 10 working days.

Occasionally, the University may be unable to fully review and investigate within 10 working days, and, if this is the case, the applicant will be contacted and given a new timescale.

6. Procedure for bringing a complaint against the admissions process.

City St George's, University of London University operates a three-stage process for applicant complaints.

Stage 1

If an applicant wishes to raise a Stage 1 complaint, they should do so as soon as possible after the issue has occurred. This should be done using the [Admission Contact Form](#) and selecting Admissions Enquiries.

Any concerns or issues should be raised within 10 working days of the incident, or they may be deemed as out of time and may not be considered.

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, further details of how to raise a Stage 2 complaint are shown below.

To escalate to Stage 2, applicants should complete the [Stage 2 Appeals/Complaints form](#). They must detail all steps they have taken to resolve the complaint and provide documentary evidence of this.

Irrespective of level or mode of study, applicants should make their formal complaint within 10 working days after receiving the decision following the Stage 1 Review. Complaints will be investigated by the Institution in consultation with the relevant Admissions staff.

The University will endeavour to respond to the complaint formally within 10 working days-

Occasionally, the University may not have concluded their investigation within the stated 10 working days, if this is the case, the applicant will be notified and given a new timescale. The formal written response will contain details of how a decision has been made, and the reasons behind the decision.

Stage 3

If an applicant feels that the decision received at Stage 2 is unsatisfactory, they can also request that their complaint is escalated to the Head of Admissions. This must be requested

within 14 working days after the formal response to the Stage 2 appeal has been received by the applicant. Please complete the [Stage 3 Appeals and Complaints Form](#).

The Head 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 complaint. To ensure a full and complete investigation, we 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.

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