

Appeals and Complaints Procedure for Applicants

# General Principles

We are committed to upholding the principles of fairness and transparency. However, we acknowledge that occasionally, applicants may have reason to question or express an opinion. The purpose of the appeals and complaints procedure is to ensure that every learner who is not satisfied has the right to appeal.

As such, we aim to operate a fair and transparent Admissions Appeals and Complaints procedure which:

* encourages informal resolution;
* does not disadvantage applicants.

Appeals and complaints should be made directly by the applicant. Due to Data Protection legislation we are only able to consider appeals and complaints made by third parties if an applicant has provided written authorisation, including the name and contact details of the relevant third party.

# Definitions

A **request for feedback** is an informal request for further information or clarification regarding the course. You should also use this route if you believe that an administrative error may have occurred in the handling of your application.

An **appeal** is a request for a formal review of a specific decision for example, the results of the automated quizzes contained within the course itself.

If an appeal is successful the original decision may be changed.

A **complaint** is a statement of dissatisfaction concerning the course or any matter pertaining to it.

A complaint cannot be considered if it solely constitutes a challenge to the academic criteria used within the course. If a complaint is successful, we may offer an apology and/or a commitment to revise the course, our policy or procedures.

# Procedure

## Stage 1

Stage 2

In the first instance, an informal request for feedback should be submitted via email to NCSEM-Education@lboro.ac.uk), usually within **10 working days after course completion** outlining the reason for the appeal or complaint.

We will endeavour to provide a reply within **15 working days** either via email or over the telephone if contact details have been provided.

If you are unhappy with the outcome of Stage 1, a formal Appeal or Complaint may be submitted to NCSEM-Education@lboro.ac.uk and copying in SSEHS-ADE@lboro.ac.uk .This should be sent via email within 10 working days of receiving Stage 1 feedback.

The case will be reviewed by the Associate Dean for Enterprise and, if necessary, the Dean of School and Senior Leadership Team. We will endeavour to carry out this review within 1-month of receipt.

A similar procedure will be followed for complaints. The outcome of the appeal or complaint review will be communicated to the appellant in writing and reasons will be provided.

If an **appeal** is upheld, the action we propose to take to remedy the situation, will be outlined at the same time to the appellant.

If a **complaint** is upheld, our proposed action to resolve the complaint will also be outlined to the appellant when they are notified of the outcome.

If you are still unhappy with the outcome of stage 2 then please contact CIMSPA via the weblink detailed below: <https://www.cimspa.co.uk/about/governance/customer-complaint-form>