



## **Admissions Feedback, Complaints and Appeals**

The Admissions team will provide **feedback** to any unsuccessful applicant upon receiving a written request via email to [AdmissionInquiry@St-Patricks.ac.uk](mailto:AdmissionInquiry@St-Patricks.ac.uk) or via post at the College address. The College will normally respond to requests for feedback within 28 days.

The College reserves the right to refuse admission to any of its programmes to an applicant who does not meet the entry requirements specified for the programme. **The decision made by the College is final and there is no appeal against any decision concerning selection or admission.**

However, if the applicant feels **dissatisfied with the processing of their application** and has evidence to support this, then they may lodge a complaint.

Such complaints may include:

1. a complaint about the College's handling of a query or an application for admission for example a procedural error, irregularity or maladministration; or
2. allegations that admissions criteria were not applied correctly or even-handedly.

### **The process**

#### **Stage one: informal complaint**

1. Most complaints can be resolved satisfactorily on an informal basis.
2. The applicant should normally first raise her/his complaint either orally or in writing ([AdmissionInquiry@St-Patricks.ac.uk](mailto:AdmissionInquiry@St-Patricks.ac.uk)) with the relevant member of staff in the Admissions Office outlining the nature and details of her/his complaint.
3. The complaint must be made within seven days of the actions (or lack of actions) that prompted the complaint, and complaints made outside this timeframe will not be considered. The appropriate staff member shall respond to the complaint normally within seven working days of a complaint being made and shall retain a record of the correspondence and any action taken.

#### **Stage two: formal complaint**

1. If the applicant is dissatisfied with the response s/he receives from the relevant staff member, s/he should submit, within seven working days of receiving the response, a written complaint to the Director of Admissions, unless the complaint is regarding the Director of Admissions in which case, the written complaint should be directed to the Registrar.
2. Any complaints received outside this timeframe will not be considered.
3. The written complaint should set out briefly: the nature of the complaint; the informal steps already taken (if any); details of the response received; and a statement as to why the applicant remains dissatisfied and, without prejudice to any formal remedy which might be determined, the remedy which s/he is seeking.

4. The Director of Admissions will investigate the complaint, in consultation with the Chief Operating Officer, and submit a written response to the complainant, normally within seven working days of the receipt of the complaint. If it should prove impossible to respond fully within seven working days, the applicant shall be informed in writing of the timescale for the receipt of a full response. This assumes that the Director of Admissions has had no previous involvement in the selection decision. In the event that this is not the case, the Director will refer the formal complaint to a senior manager for an objective decision.
5. In the event of any concern that the applicant has been unfairly treated, the Director will take the matter up with the relevant Admissions team or Head of School.
6. The Director's decision following completion of this process will be considered as final.

Due to the requirements of the Data Protection Act, the College will only correspond on any issue regarding an application with the applicants themselves, unless the applicant has provided written permission for the College to discuss it with another person.

**Contact details:**

Please email [AdmissionInquiry@St-Patricks.ac.uk](mailto:AdmissionInquiry@St-Patricks.ac.uk) for any contact details or alternatively telephone 0207 287 6664.