

ADMISSIONS APPEALS AND COMPLAINTS: POLICY AND PROCEDURES

CICM is committed to ensuring that all decisions on admissions are fair, transparent and conducted according to our agreed policies and procedures and to this end the College has adopted the following appeals and complaints policy. No applicant shall be prejudiced or disadvantaged by using this policy.

This policy and these procedures form a part of the College's Admissions Policy.

1.0 Appeals

1.1 An appeal is defined as a request for reconsideration of a decision to reject an application. The College will not normally alter a rejection decision but should a rejected applicant consider that:

- The College has not adhered to its own policies or procedures or is in breach of any national policies or relevant legal requirements, or
- There is evidence of bias or prejudice against the applicant, or
 - Relevant and material information was not made available to us at the time of application through no fault of the applicant;

Then he or she is entitled to ask for a review of the decision to reject.

2.0 Complaints

2.1 A complaint may be about: the administration of an application or perception that a College procedure or relevant legal requirement has not been correctly implemented or adhered to when dealing with an application.

3.0 Procedure

3.1 An applicant wishing to lodge an appeal or to complain should do so, in writing, to the College Registrar. Complaints or appeals will only be considered from the applicant and not from any third party.

- An applicant wishing to lodge an appeal should do so within 21 days of the date of the email informing him or her of the decision on his or her application.
- An applicant wishing to make a complaint should do so within 21 days of the matter concerning the complaint.

3.2 If an appeal or complaint is lodged, the College Dean will contact the applicant to acknowledge receipt of the appeal or complaint. The College will endeavour to deal with any appeal or complaint in a timely manner. The applicant will be kept informed of the progress of his or her appeal or complaint if the period of investigation is likely to exceed 30 working days.

3.3 The Dean will investigate the circumstances of the appeal or complaint consulting relevant staff. In certain circumstances the results of the investigation may be passed to a Joint Principal for a ruling.

3.4 During the course of the investigation, the applicant may be asked to provide further information on, or clarification of, any points made in his or her initial correspondence.

4.0 Outcomes

4.1 Appeals

4.1.1 Should the investigation establish that a decision to reject was made in breach of any College policy or procedure or of any national policy or law or if there is evidence of bias or prejudice against the applicant, the application will be reconsidered. Should the reconsideration result in a decision to admit the applicant (subject to any conditions being met), but at such a time in the cycle that the original entry point is not possible, a suitable alternative entry point will be offered.

4.1.2 Should the investigation determine that the original decision be upheld, the applicant will be informed accordingly with a statement as to why the appeal has been rejected.

4.1.3 Applicants shall be informed of the appeal decision by the Dean in writing usually within 20 days of an appeal or complaint being submitted.

4.2 Complaints

4.2.1 The investigation of a complaint will result in either the complaint being rejected or upheld wholly or in part. Should a complaint be rejected, the applicant will be informed accordingly with a statement as to why the complaint has been rejected.

4.2.2 If the investigation determines that the complaint be upheld in whole or in part, an apology will be issued to the applicant. Should the findings suggest that changes to procedures or policies are appropriate, this will be stated in any correspondence to the applicant.

4.2.3 Applicants shall be informed of the complaint outcome by the Dean in writing usually within 20 days of an appeal or complaint being submitted

5.0 Referral

5.1 If the applicant remains dissatisfied with the College's response to their appeal or complaint, they have the right to refer matter to the Deputy Vice-Chancellor (Education) at the University College of Osteopathy for review within 21 days from receiving the appeal / complaint decision.

5.2 The decision of the Deputy Vice-Chancellor (Education) is final and a Completion of Procedures Letter shall be provided to the applicant.

5.3 The applicant may also refer the matter to the Office of the Independent Adjudicator for Higher Education (<http://www.oiahe.org.uk/>).

Review date: 2021