

BellerbysCollege

Admissions Appeals and Complaints Policy

Effective from 1 September 2018

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Policy:	Admissions Appeals and Complaints
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Synopsis:	This policy describes Bellerbys College admissions appeals and complaints process
Policy owner:	Admissions & College Director
Relevant to:	This policy applies to the International Admissions Centre (IAC) and College Director and Director of Curriculum
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Related documents:	<p>Bellerbys College documents (located on myStudyGroup):</p> <ul style="list-style-type: none"> • Bellerbys College Students Admissions Policy and Procedures • Bellerbys College Academic Programme Entry Requirements • Bellerbys College Application Referral Policy and Procedures
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1. Introduction

Bellerbys College Admissions Appeals and Complaints Policy and Procedures relate to appeals and complaints relevant to student application and admission to Bellerbys College programmes.

2. Policy and procedures aim

Bellerbys College Admissions Appeals and Complaints Policy and Procedures describe Bellerbys College's position on and processes for handling appeals against admission decisions and complaints about any aspect of the application or admission process.

3. General principles underlying this policy and procedures

- The policy and procedures for handling student appeals and complaints are transparent, explicit, clear, and consistently applied
- Students are offered unbiased guidance and advice, where appropriate
- The policy and procedures for handling student appeals and complaints are fair, effective and time-bound
- Details of complaints and appeals are passed to the BCAB for reference during their annual review of *Bellerbys College Admissions Appeals and Complaints Policy and Procedures* and other related policies.

4. Application of policy and procedures

Bellerbys College Admissions Appeals and Complaints Policy and Procedures apply to all appeals and complaints relating to application and admission received from students or those representing them.

All agents, feeder schools and individual students applying for academic programmes are able to access this Policy via our website www.bellerbys.com. Where specifically requested by an agent, feeder school or individual student, then this policy may also be sent out by the UK Admissions team.

Any agent, feeder school or individual student wishing to raise a formal complaint may also do so using the Bellerbys College complaints process which can be accessed via the [Bellerbys College Terms and Conditions](#) page on our web site, www.bellerbys.com. Formal complaints received via this channel will be dealt with using the process outlined in the remainder of this document.

5. Definition of admissions appeals and complaints

5.1 Admissions appeals

Bellerbys College defines an admissions appeal as a student's wish to formally* challenge a decision by UK Admissions, on behalf of Bellerbys College, not to admit them to their chosen programme of study, with the view to having that decision overturned.

5.2 Admissions complaints

Bellerbys College defines an admissions complaint as any formal* complaint by a student or their representative about the application or admissions process, from the point at which they first contact Bellerbys College, or one of its agents or representatives, to the point of arrival for their studies at Bellerbys College.

*Formal appeals and complaints should be distinguished from those that can be dealt with directly through *Bellerbys College Application Referral Policy and Procedures* or by informal communication between the student/their representative and UK Admissions/their representative.

6. Timeframe for appeals and complaints

6.1 Lodging appeals and complaints

Students wishing to lodge an admissions appeal should do so within 4 weeks of receiving the decision not to admit them to their chosen programme of study.

Students wishing to lodge an admissions appeal outside of this timeframe should reapply for their chosen academic programme, providing they now meet the specified entry requirements. Students who reapply for academic courses who still do not meet the specified entry requirements will not be admitted onto the programme. In exceptional circumstances, students who narrowly fail to meet specified entry requirements are admitted to their chosen programme after a review of those circumstances by the College Director and Director of Curriculum. Please refer to *Bellerbys College Application Referral Policy and Procedures* for full details.

Admissions complaints should be lodged within 4 weeks of the occurrence of the incident(s) they wish to lodge a complaint about.

6.2 Responding to appeals and complaints

UK Admissions, on behalf of Bellerbys College, will acknowledge receipt of appeals and complaints by email within 48 hours.

Appeals and complaints submitted in accordance with this policy and its associated procedures will be handled by UK Admissions and a response provided to the student or their representative by email within 4 weeks. The process will be expedited for students who have lodged admissions appeals relating to programmes starting imminently.

Appeals and complaints not submitted in accordance with *Bellerbys College Admissions Appeals and Complaints Policy and Procedures* will be returned to the sender with a copy of the policy and procedures and instruction to resubmit accordingly.

7. Procedure for lodging an admissions appeal

Students wishing to lodge an admissions appeal should do so by email to appeals@studygroup.com, giving their full name and student identification number, if applicable, and appending the correspondence from UK Admissions that states that their application is rejected. Students should outline in their email the grounds for their appeal, i.e., the reason(s) they feel that Bellerbys College should reconsider its decision not to accept them onto their chosen programme.

8. Procedure for lodging an admissions complaint

Students wishing to lodge an admissions complaint should do so in writing to appeals@studygroup.com, giving their full name and student identification number, if applicable, and detailing their complaint and the date(s) on which any relevant incidences occurred. Students should append to their complaint email any relevant correspondence that they received from or sent to UK Admissions or its partners.

9. Procedures for handling admissions appeals

9.1 Step 1: Acknowledging receipt of appeals

UK Admissions, on behalf of Bellerbys College, will acknowledge receipt of appeals, by email, within 48 hours of receiving them.

9.2 Step 2: First review of appeals

UK Admissions will review the details of all appeals upon receipt and decide whether to reject the appeal or forward it to the College Director and Director of Curriculum, based on the following decision-making criteria:

First review decision-making criteria for Admissions	Admissions resulting action
The student has provided credible evidence that they now meet the programme entry requirements	Proceed to step 5
The student has provided credible evidence that they only narrowly fail to meet the programme entry requirements	Proceed to step 3
The student's grounds for appeal offer credible assurances/mitigating circumstances regarding their suitability to study on their chosen academic programme	Proceed to step 3
The student has not provided any credible grounds for appeal	Proceed to step 6

9.3 Step 3: Forwarding appeals for second review

If appeals are not rejected during the first review step, UK Admissions will forward the appeal email verbatim to the College Director and Director of Curriculum using the UK Admissions appeals' email template shown in appendix 1.

The student's original application for the programme should also be appended to the email.

The response timeframe given will be 1 week. However, an expedited response may be required in some cases. In these cases, the reason for requiring an expedited response should be stated and the deadline for the response given. The email should be sent with high importance, utilising the MS Outlook function, if a response is required within 48 hours.

9.4 Step 4: Principal/Academic Director decision on appeals

The College Director and Director of Curriculum will make a decision about whether to reject the appeal or offer the student a place on their chosen programme based on their professional judgment of the student's potential to progress satisfactorily on the programme, based on the information they have been given.

The College Director and/or Director of Curriculum will inform UK Admissions of their decision by completing and returning the relevant sections of the UK Admissions student admissions appeal email.

If a response from the College Director and Director of Curriculum is not received by the stated deadline, UK Admissions will follow up until a response is received.

Any decision given by the College Director and/or Director of Curriculum in response to an appeal is final.

9.5 Step 5: Offering places following successful appeals

UK Admissions will offer places to students whose appeals have been successful within 4 weeks of receipt of the appeal. UK Admissions will then follow the steps outlined in *Bellerbys College Student Admissions Policy and Procedures* relevant to students who are offered a place on an academic programme.

9.6 Step 6: Rejecting appeals

UK Admissions will email students whose appeals have been unsuccessful to notify them and to provide the corresponding reason(s) within 4 weeks of receipt of the appeal. UK Admissions may offer the student advice regarding applications to other programmes or future applications to the same programme, as appropriate.

UK Admissions should advise students that decisions on appeals are final.

10. Procedures for handling admissions complaints

10.1 Step 1: Acknowledging receipt of complaints

Admissions, on behalf of Bellerbys College, will acknowledge receipt of complaints, by email, within 48 hours of receiving them.

10.2 Step 2: Review of complaints

The UK Admissions Manager, College Director and Director of Curriculum will review the details of all complaints upon receipt and consult with relevant partners and staff to establish further details and obtain documentation relevant to complaints, as required.

The UK Admissions Manager, College Director and Director of Curriculum will lead all correspondence with the complainant. UK Admissions will review the complaint, contacting the complainant for further information if required, and prepare a response on an individual complaint basis.

10.3 Step 3: Responding to complainants

UK Admissions will respond to complainants with the outcome of their review of the complaint by email within 4 weeks of receipt of the complaint.

Responses will outline any remedial action to be taken in relation to the complaint, any changes to current procedures to be recommended following the complaint, or reasons why no further action will be taken in respect of the complaint.

Where it is communicated to complainants that no action will be taken in respect of the complaint, UK Admissions will provide the following details for the Legal Ombudsman, through which the complainant has the option to pursue their complaint:

Legal Ombudsman
PO Box 6806
Wolverhampton WV1 9WJ
United Kingdom
Email: enquiries@legalombudsman.org.uk
Telephone: +44 (0)300 555 0333
Website: <http://www.legalombudsman.org.uk/>

11. Annual review of admissions appeals and complaints

UK Admissions will perform an annual review of admissions appeals and complaints received over the preceding 12 month period. Details of appeals and complaints that UK Admissions deem may impact evaluation of existing policy and/or procedures documents will be forwarded to the Bellerbys College Advisor Board for scrutiny as part of its annual policy review meeting.

Appendix 1

Email template for forwarding admissions appeals to College Principal and Academic Director

