

## Lancaster University Applicant Appeals, Complaints and Feedback Policy

### 1. General Principles

- 1.1 Lancaster University is committed to the provision of high-quality, fair and transparent admissions procedures for all applicants. We recognise, however, that there may be occasions when applicants wish to ask why their application has been unsuccessful, or believe that they have cause for complaint.
- 1.2 Applicants who experience a problem with the admissions process should raise the matter informally in the first instance with the admissions staff who have been dealing with their application. If the matter is not satisfactorily resolved, applicants may invoke the formal process outlined in this document.
- 1.3 All feedback requests, appeals and complaints made to the University are handled confidentially in accordance with General Data Protection Regulation (GDPR) and the Data Protection Bill as outlined on the [Rights of the Data Subject](#) webpage.
- 1.4 The University will not consider feedback requests, complaints and appeals submitted by third parties without the written consent of the applicant.

### 2. Scope

- 2.1 This policy covers appeals, complaints and feedback requests relating to the admissions process to undergraduate and postgraduate programmes at Lancaster University. Once a student has enrolled at the University, this policy is no longer applicable. Decisions relating to funding and scholarships are not covered under this policy.

### 3. Definitions

- 3.1 An **appeal** is a request for a formal review of a specific admissions decision (eg the decision to reject an application or the level of the academic offer made) under the following grounds for appeal:
  - procedural irregularity;

not review its decision, unless the applicant feels that the admissions process has not been followed correctly. In such cases, applicants must follow the appeals and complaints procedure as detailed in this policy.

#### 4. Appeals and grounds for appeal

4.1 The University does not accept appeals, nor overturn its original decision, in cases where the decision can be shown to have been reached fairly and in accordance with published criteria.

4.2 Applicants may appeal the outcome of an admissions decision on the following grounds only:

- procedural irregularity where the processes leading to the admission decision was not in accordance with the University's Admissions Policy;
- emergence of new information which may have affected the initial decision had it been available at the time the decision was made;
- that there has been prejudice or bias in the decision-making

There are no grounds for appeal where an application to a postgraduate research programme is unsuccessful due to the lack of a suitable supervisor or appropriate academic facilities.

#### 5. Appeals process

5.1 Applicants who believe there are genuine grounds for appeal may request an appeal by

5.1.1 emailing the Admissions Appeals Panel at [admissions@ucl.ac.uk](mailto:admissions@ucl.ac.uk) or by post to the Admissions Appeals Panel, 17, Bedford Way, London, EC1A 1BS.

## **7. Complaints process**

### **7.1 Stage One – Informal Complaint**

7.1.1 In the first instance, applicants should raise complaints with the relevant Admissions Manager (via [ugadmissions@lancaster.ac.uk](mailto:ugadmissions@lancaster.ac.uk) or [pgadmissions@lancaster.ac.uk](mailto:pgadmissions@lancaster.ac.uk)). Informal complaints can be made in person, by telephone, in writing or via email.

7.1.2 Admissions Managers will gather the information required for assessing the complaint and respond directly to the applicant.

7.1.3 If the complaint is not satisfactorily resolved, applicants may follow a formal complaints procedure.

### **7.2 Stage Two – Formal Complaint**

7.2.1 If a complaint has not been resolved informally, applicants may submit a formal complaint;

7.2.2 Formal complaints must be submitted by email or in writing to the /3.5 4S-4.8 ( /3.5 4S-4.8 (8e (l) o.5 (t)n.6 (o