

Complaints and Appeals Policy for Applicants

Complaints

A complaint is when an applicant is dissatisfied with the service received from The College, Swansea University Admissions Team. Any complaint made by an applicant (or their representative) relating to the administration of the admission process or regulatory framework will be deliberated by The College, Swansea University's Management Team to ensure a resolution that is fair and reasonable. Where necessary the complaint may be referred to the Academic Registry for deliberation in line with The College, Swansea University's Complaints Procedure.

Appeal

An 'appeal' is a formal process of review based on a full application and the associated documentation. Appeals may be submitted by applicants who believe they meet the grounds for appeal and wish to request a review of an admissions decision, the outcome of an application, or the wording or terms and conditions of an offer. No applicant will be subject to discrimination or prejudice as a result of submitting an appeal.

This policy applies to all applicants, across all modes and levels of study, and at any stage of the application process to The College, Swansea University. Appeals and complaints must be submitted directly by the applicant. Submissions from third parties, including parents, agents or school representatives, will not be considered unless written consent is provided by the applicant. Anonymous complaints will not be investigated.

For example, a complaint may relate to the admissions process or information provided in relation to admissions decisions, the allocation of bursaries or scholarships, or the conduct of a staff member involved in one of these activities. All appeals and complaints will be handled confidentially, and the privacy of all parties will be respected, although it may be necessary to disclose information where required to investigate the matter appropriately.

Formal appeals or complaints should be submitted as soon as a concern arises and normally within 28 days of the relevant incident or decision.

The College, Swansea University will not normally consider new information relating to an applicant's qualifications or circumstances where this information should reasonably have been provided as part of the original application. New evidence may be accepted where there has been an error by a third party, a misinterpretation of information contained within the original application, or where medical or other mitigating circumstances can be demonstrated to have affected the original application. The College, Swansea University reserves the right to determine whether such evidence can be considered.

The College, Swansea University will not enter into discussions or disputes regarding matters of academic judgement. Admissions staff will make every effort to explain how selection criteria are applied and why they are appropriate for a particular programme; however, an admissions decision will not be reviewed solely because an applicant disagrees with the criteria applied. Further information on the selection process is available in the [Admissions Policy](#).

Appeals may be made on the following grounds:

Where an applicant believes that The College, Swansea University has not followed the procedures stated within this policy and that there is reasonable doubt as to whether the outcome might have been different had the error not occurred.

New material information - where an applicant can provide new information to support their application which was not available at the point when the application decision was made.

Extenuating circumstances - which had not been known at the time when the decision was made.

All appeals will be considered on their individual merit, however, if an appeal is based on the grounds below it will not be considered:

Academic judgment

Retrospective reporting of extenuating circumstances (which would have been known at the point of application)


Failure by the applicant to attain the entry qualifications as stated in the conditions of offer the applicant should raise the matter at the earliest possible time and within 30 days of the Offer of Admission or rejection being issued. The applicant should raise an issue with any member of staff at The College, Swansea University or representative, in writing and initially this will be treated as an Informal Query. The appeal will be investigated by the relevant Admissions Manager or designated other including the input from academic staff and the University Partner where required. A written decision will be given by the Admissions Manager, normally within ten working days of an appeal being made. If it proves impracticable to respond fully within ten working days, the applicant will be informed of a realistic timescale in which to expect a response.

If the applicant is dissatisfied with the response received from the Admissions Manager, a written appeal should be made within ten days of the date of the written response. This should set out briefly: the nature of the appeal; the steps already taken; details of the response received; a statement as to why the applicant remains dissatisfied and, without prejudice to any formal remedy which might be determined, the remedy which is sought. This written appeal will be referred to the Senior Management Team who may call together a Case Review Panel to consider all relevant facts. The Case Review Panel's decision, supported by reasons, following completion of this process will be considered as final.

Introduction

At The College, Swansea University we are committed to the provision of high quality, fair and transparent admissions procedures for all our applicants according to the principles and procedures set out in [The College, Swansea University Admissions Policy](#).

The College, Swansea University ensures that staff involved with admissions, interviews, decision making etc are professional and receive appropriate training and development in admissions and related areas.



Ongoing staff development is offered to staff involved in admissions in order to ensure compliance with regulations and consistency of procedures. For example, these training sessions include workshops about recruitment strategy, qualifications, interviews and entry requirements as well as technical training for staff involved in recording offers. Guidance and best practice provided by professional bodies.

We recognise however, that there may be occasions when an applicant will feel dissatisfied with the conduct of the University's admissions process or its outcome.

A separate complaints policy exists for students who are studying or have studied at The College, Swansea University, relating to matters such as a university service (academic or non-academic), teaching or supervision, facilities, the behaviour of a member of staff, the behaviour of another student, academic appeals etc. [The College, Swansea University Policies and Procedures - Swansea University](#).

A separate complaints policy also exists for Fee Assessment decisions. Please see The Swansea University separate [Fee Assessment Policy](#).

We encourage applicants who experience a problem with the service to initially raise the matter informally with staff in the Admissions Office or relevant University section. Should you then wish to formally appeal the decision made on your application or wish to make a formal complaint about any aspect of the admissions process (having first contacted the Admissions Team on an informal basis), a formal complaints and appeals procedure is available as detailed in this document.

You will not be disadvantaged in any way because you have used the Complaints and Appeals Procedure.

Definitions

Procedure

The College, Swansea University Swansea University operates a two-stage process for complaints and appeals.

Stage 1 – Informal Feedback

If you are unhappy with any aspect of the admissions, bursary or scholarship scheme process please make contact on an informal basis with a member of the Admissions Team the-college-admissions@swansea.ac.uk. Staff will make every reasonable effort to explain procedures, allay concerns or otherwise respond to the issue raised. These discussions may be by telephone, email, or other contact and as appropriate to an informal process, a written record will not necessarily be kept.

Stage 2 – Formal Complaint or Appeal

Whilst most cases are resolved by the provision of informal feedback, if you remain unsatisfied with the informal feedback you have received then a formal complaint or appeal can be submitted for the attention of the Admissions Manager.

1. Email: the-college-admissions@swansea.ac.uk
2. A complaint or appeal should be submitted in writing, normally within 28 days of any specific alleged incident, action, or University decision.
3. Your name, address, application number, and details of the programme you have applied for.
4. The nature of the complaint or appeal, giving as much detail as possible.
5. Any steps that have already been taken to resolve the matter.
6. Details of any responses you have received and a statement explaining why you consider the response to be unsatisfactory.
7. Any supporting evidence, including medical or other evidence where mitigation is claimed.
8. An indication of the outcome you are seeking.
9. Receipt of the complaint or appeal will be acknowledged within five working days.
10. An investigation will be led by the Admissions Manager (or nominee), with input from the Admissions Team, the relevant Academic department, or other parts of the University as appropriate.
11. Where further information is required, or where a delay in responding is anticipated, the applicant will be informed in writing.
12. Face-to-face meetings will not normally form part of the investigation.
13. A written response will normally be provided within 15 working days of receipt of all required information.
14. The response will outline the investigation undertaken, including input from relevant areas of the University, and will set out the findings.
15. If the complaint or appeal is upheld, The College, Swansea University will take such reasonable action as is appropriate and will inform the applicant of the outcome in writing.
16. If the complaint or appeal is not upheld, the reasons for the decision will be communicated in writing.
17. Reasonable action following an upheld appeal may include reconsideration of the application or the conditions of an offer. Admission to the originally requested academic session cannot be guaranteed, and an alternative point of entry may be offered.
18. Reasonable action to remedy an upheld complaint may include, for example, an apology or an undertaking to review and revise procedures.

Storage and Processing of Complaints and Appeals Information

All complaints and appeals will be dealt with confidentially and with due regard for privacy. Information may be disclosed to members of the University who have a need to see it in order to investigate the appeal or complaint.

The information will be stored and processed in accordance with the University's registration under the Data Protection Act (1998) and retention schedule as defined by the GDPR privacy policy. The record of the complaint/appeal and any supporting papers will be destroyed one calendar year after the applicant's relationship with University has ended.

Monitoring

The Admissions Manager will monitor, on an annual basis, all formal complaints and appeals which have been received and will be responsible for implementing, or recommending to the appropriate authority, changes to systems or procedures suggested by the nature and pattern of the complaints or appeals received. The outcome of such monitoring may also be used to inform other processes or activities.

Contact Details:

For further information please contact the Admissions Team.

