

## APPLICANT APPEALS AND COMPLAINTS PROCEDURE

All policies referred to in this document are available on the University of Suffolk website under [Our Policies and Procedures](#)

### Introduction

1. The University of Suffolk is committed to operating a fair, consistent and transparent admissions process, in accordance with the [Admissions Policy](#). We recognise, however, that there may be occasions where applicants feel that they have cause for appeal or complaint. This policy sets out the circumstances under which the University will consider appeals or complaints about its admissions processes and clarifies the procedure under which these will be reviewed.
2. This policy is for the use of applicants to the University of Suffolk only and may be used by any individual who has submitted a formal application (either via UCAS or directly to the University) for full-time or part-time study at undergraduate or postgraduate taught level at the University or one of its partner institutions.
3. Students already enrolled on a programme of study with the University of Suffolk should refer to the [Student Complaints Procedure](#).
4. Appeals or complaints should be completed and submitted to the University by the applicants themselves; submissions from other parties will not be considered unless the University has received written and signed authorisation from the applicant that the third party acts on their behalf. If the applicant is under 18 years of age, a parent or legal guardian may act as their representative.

### Definitions and scope

5. An **appeal** is defined as a request for a formal review of the outcome of an admissions de\*na formal review of





the applicant may request a review by writing to the Director of External Relations or nominee within **10 working days** of receipt of the formal stage outcome.

19. The grounds for a review stage appeal or complaint are limited to:
- a. the identification of procedural irregularity during the formal stage;
  - b. provision of new material evidence alongside a valid reason for why such evidence

