



Application Appeals and Complaints Policy

1. Introduction

- 1.1** This policy is informed by the UK Quality Code's Core Practices for quality – "The provider has a reliable, fair and inclusive admissions system" and "The provider has fair and transparent procedures for handling complaints and appeals which are accessible to all students". Application appeals and complaints procedures are conducted expeditiously and in accordance with a published timescale.
- 1.2** Norland is dedicated to operating a fair and consistent admissions process that safeguards the interests of applicants. Where disputes arise, it is anticipated that most of these will be successfully resolved informally by discussion with the admissions staff. Where this is not possible, more formal procedures apply and this policy outlines the process.

2. Scope

- 2.1** This policy and procedure applies to all applicants to Norland applying for a Norland award and to staff administering them. All necessary information for applicants and Norland staff relating to appeals and complaints is contained within this document.
- 2.2** Appeals and/or complaints should be submitted by applicants themselves. Letters and other correspondence from other parties will not be considered unless Norland has received written and signed authorisation from the applicant that the third party may act on their behalf. If an applicant is under 18 years of age, a parent or legal guardian may act as a representative. All written correspondence should always include the applicant's full details including their name, address, contact details and UCAS reference number where applicable.
- 2.3** Applicants will not be disadvantaged in any way because they have used these procedures.
- 2.4** Applicants are expected to treat all members of Norland staff with respect. Applicants who abuse, threaten or mistreat members of staff either verbally, in writing or physically will not be tolerated and will have their application and appeal/complaint automatically rejected.

3. Appeals

- 3.1** An appeal is defined as a request for the reconsideration of an admissions decision on an application or the wording or terms and conditions of an offer.
- 3.2** The outcome of a successful request to appeal would be to reconsider the candidate's application with a view to changing or upholding the original decision.
- 3.3** An appeal may relate to the following decisions within the application process:



- the decision about whether or not to interview
- the decision about whether or not to make an offer
- the content of any offer made
- the decision to reject based on whether or not the conditions of entry are met

3.4 The Appeals Procedure may only be used where there are adequate grounds for doing so and may not be used simply because a candidate has been unsuccessful with their application. Appeals against decisions may be made on one of the following grounds:

- There is evidence that the admissions procedure was not followed
- There is new evidence which has come to light, and the student has valid reasons for not previously stating it.
- There is evidence that Norland has demonstrated bias or prejudice in the treatment of the application.

There is no provision for appeal against the academic or professional judgement of those making the decision on applications.

3.5 The decision of the Principal on completion of the internal procedure is final.

4. The Application Appeals Procedure

4.1 Applicants who are dissatisfied with an admissions decision may submit an informal request for a review of the decision to the Vice Principal, Head of Quality and Standards and Registrar. The request must include the following information:

- Applicant's name
- Applicant's address
- UCAS or other application reference number where applicable
- The information they have already received from Norland.

4.2 The Vice Principal, Head of Quality and Standards and Registrar will review all application paperwork relevant to the decision and will inform the applicant within 10 working days of the outcome of the review.

4.3 If the applicant remains dissatisfied with the outcome of the review, they may progress to a formal appeal by writing to the Principal, outlining the grounds for the appeal.

4.4 There are a number of grounds for making an appeal and at least one must be specified in the letter. The grounds for appeal are indicated above in clause 3.4. Please note that all relevant information should be submitted at this time and that it is not possible to consider information which is submitted at a later point in the appeals process without good reason. Appeals can only be considered if received within 10 working days of the original receipt of information about an interview, offer or rejection decision.

4.5 Receipt of the appeal will be acknowledged in writing, normally within 5 working days of the date of receipt.



4.6 The Principal will assess the grounds on which the appeal is based to determine whether they are valid and, where appropriate, will consult academic staff for academic guidance if the appeal is in relation to an interview.

4.7 If it is found that there are no valid grounds for appeal, the appeal will not be progressed any further and the applicant will be informed of this in writing, normally within 10 working days.

4.8 If the grounds stated are assessed as valid, a formal response will be issued by letter normally within 10 working days. This response will have one of the following outcomes:

- The decision under appeal has been reviewed and the same decision has been made.
- The decision under appeal has been reviewed and a different decision has been made.

4.9 The decision at this stage is final and the applicant does not have further recourse under these procedures.

4.10 The time scales for the process are stated above. Applicants are requested not to contact Norland in these time periods and are advised that no additional correspondence either by telephone, email or letter or any other medium will be entered into.

5. Complaints

5.1 Complaints are defined as relating to the services offered by Norland or the actions or behaviour of a member of staff during the admissions process. This could involve concerns around a procedural error, irregularity or maladministration in the admissions process.

5.2 A complaint may be made about any stage of the admissions process, where there are adequate grounds for doing so. The procedure may not be used simply because a candidate has been unsuccessful with their application at any of the stages.

5.3 Complaints will only be considered valid if they relate to the following:

- The actions of a member of staff
- The conduct of a member of staff
- The services offered by Norland.

5.4 Claims for financial compensation will not be accepted.

5.5 The decision of the Principal on completion of the internal procedure is final.

6. The Application Complaints Procedure

6.1 Informal complaints may be made verbally to the Admissions Manager, normally within 5 working days of the event or incident to which they relate and no more than 10 working days. This would enable the Admissions staff to gather information about the event or incident quickly.



6.2 Applicants who remain dissatisfied or have a more serious complaint may make a formal complaint in writing. This complaint should be addressed to the Vice Principal, Head of Quality and Standards and Registrar and be submitted no later than 10 working days after the event or incident. The complaint must include the following information:

- Applicant's name
- Applicant's address and contact details
- Applicant's UCAS number where applicable
- The information they have already received
- The nature of their complaint and any supporting evidence
- A reasonable outcome which the applicant feels would be an appropriate response.

6.3 Please note that all relevant information should be submitted at this time and that it is not possible to consider information which is submitted at a later point in the complaints process without good reason.

6.4 The complaint will be investigated by the Vice Principal, Head of Quality and Standards and Registrar, who will reply to the applicant in writing, normally within 10 working days.

6.5 If the applicant remains dissatisfied with the outcome, they may write to the Principal explaining why they remain dissatisfied and, in respect of the complaint, what they would have hoped the outcome would have been.

6.6 The Principal will normally respond within 10 working days. This decision is final and the applicant does not have further recourse under these procedures.

7. Storage of Information Relating to Application Appeals and Complaints

7.1 By signing a letter of appeal or complaint, the applicant agrees that Norland can process information contained within the letter for purposes relating to the Applications Appeals and Complaints policy and to their application to Norland.

7.2 Information will be stored and processed in accordance with Norland's registration under the Data Protection Act (2018). It may be disclosed to members of Norland who have a need to see it and will be stored as part of your application to Norland.



[NB: The table below should be completed by the document owner and attached to every College Policy Document.]

Document Control Information	
Policy Title:	Application Appeals and Complaints Policy
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