



University of
Salford
MANCHESTER

Admissions Complaints Procedure

Version Number 1.0

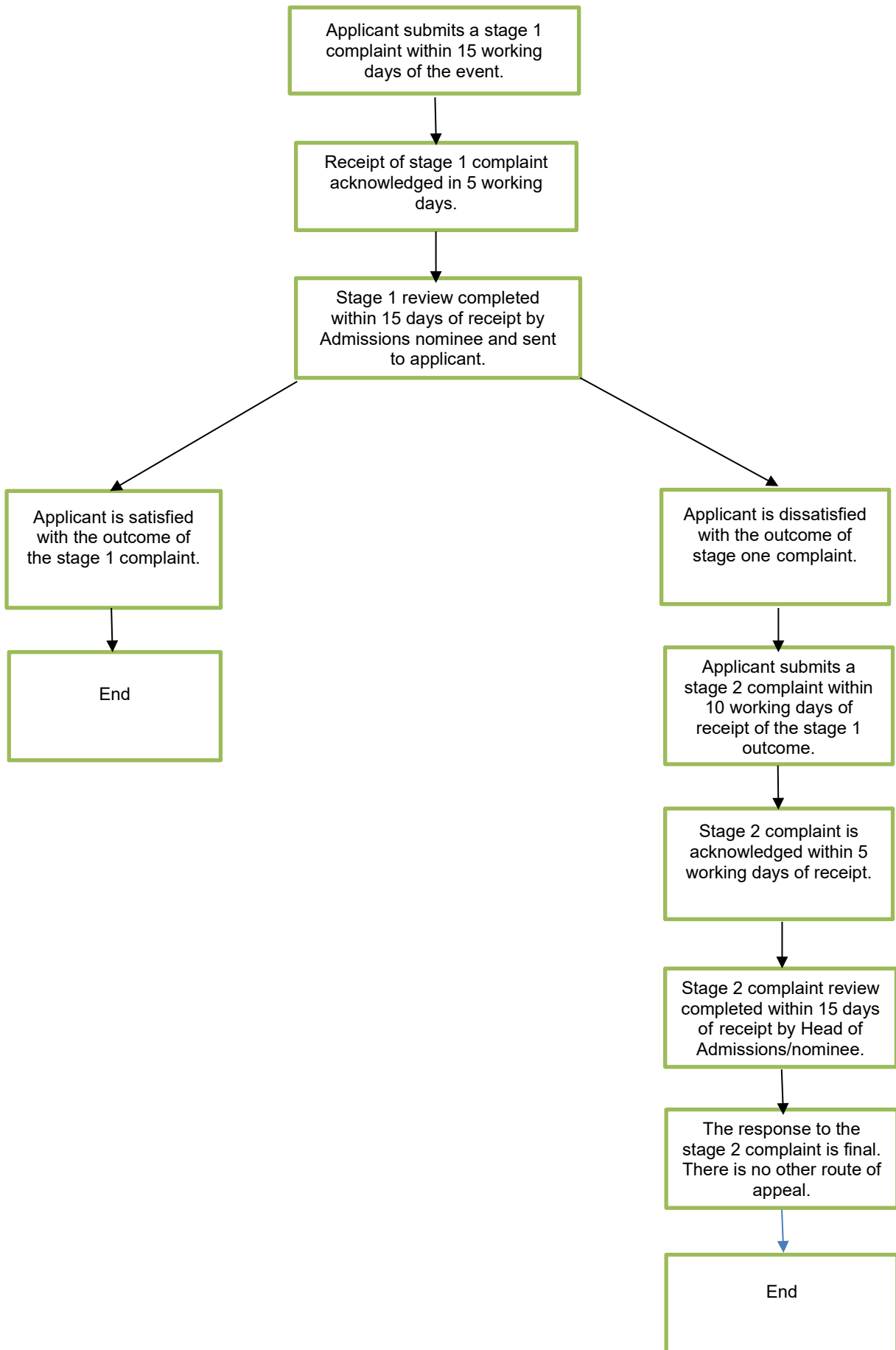
Effective from 3 June 2024

Author: Head of Admissions

Contents

1. What is the purpose of this Procedure?	4
2. Who does the Procedure apply to?	4
3. What can I complain about?	4
4. What is the complaints process and what timescales apply?	4
5. What if I'm dissatisfied with the University's final decision?	5
6. What about outcomes?	5
7. Can I submit an anonymous complaint?.....	5
8. Can I make a complaint about an admissions decision relating to another applicant?	5
9. Can someone else make a complaint on my behalf?	6
10. Can I submit a complaint directly to the Vice-Chancellor?.....	6
11. What if I need reasonable adjustments to enable me to engage with this Procedure?	6
12. I'm concerned that I may be treated unfairly if I submit a complaint, what can I expect?.....	6
13. What standards of behaviour does the University expect from students using the Procedure?	6
14. How are complaints monitored?	6

Flow Chart Admissions Complaints Procedure



1. What is the purpose of this Procedure?

At the University of Salford, we strive to achieve the highest standards in provision of services for applicants but recognise that there may be occasions when applicants are dissatisfied with the way in which their application has been treated. The purpose of this document is to outline the issues that the University will consider through the Admissions Complaints Procedure and the process to follow.

2. Who does the Procedure apply to?

The Procedure applies to individuals who have submitted an application for admission for consideration by the University of Salford.

If you have submitted an application for admission to one of the University's partner institutions, you should raise any concerns or complaints with the partner in the first instance. If you are dissatisfied with the decision reached, you will be able to ask for a review of the decision reached at stage 2 of the this procedure.

3. What can I complain about?

A complaint **can** be made through this Procedure on the following grounds:

- There is evidence that the admissions criteria were not applied correctly or fairly.
- There is evidence of prejudice or bias in the selection process.
- There is evidence of significant administrative or procedural error/inconsistency in the admissions process, such that there is reasonable doubt as to whether the outcome might have been different had the error/inconsistency not occurred.
- There is additional relevant information now available and which, for good cause, was unavailable in the original application, and which warrants further consideration of the application.
- Concerns about the University's handling of a query or an application for admission.
- Concerns about the behaviour of a member of staff during the application process (e.g. during an interview).

A complaint **cannot** be made of the basis of:

- Academic judgement about an applicant's suitability to be granted admission to a programme.
- An applicant has failed to satisfy the University's non-academic requirements in order to be admitted onto a programme.

4. What is the complaints process and what timescales apply?

Concerns can often be resolved satisfactorily and quickly on an informal basis. Wherever possible, you should talk to the person directly involved with the situation, usually a member of the Admissions team, as soon as possible after the situation arises. If this does not resolve the matter, then you may follow the process below.

The procedure has two stages:

- Stage 1 (first stage response)
- Stage 2 (appeal/review)

Stage 1

A complaint must be raised within 15 working days of the event or decision of

concern and using the [stage 1 admissions complaint form](#). This should provide the following information:

- the reason for your complaint;
- evidence to support your complaint;
- why you are unsatisfied with any responses received so far;
- the outcome you hope to achieve from the complaints process.

We will acknowledge receipt of your stage 1 complaint within 5 working days. A stage 1 complaint review will normally be completed within 15 working days of receipt. The review will be undertaken by the Admissions Manager, Admissions Operational Delivery Manager, Admissions Team Leader or nominee. You will be informed of the outcome in writing. If there is a delay in the process you will be informed, and a reason provided.

Stage 2

If, having received a response at stage 1 of the Procedure, you believe there are reasonable grounds for dissatisfaction, you can progress to stage 2. A stage 2 complaint must be submitted 10 working days from the date on which the stage 1 response was provided.

[A stage 2 admissions complaint form](#) should be completed. This should include:

- any further information about your complaint which you have not already provided;
- any additional evidence in support of your complaint which you have not already provided;
- the reason you were dissatisfied with the stage 1 response;
- the outcome you hope to achieve from the complaints process.

We will acknowledge receipt of your stage 2 complaint within 5 working days. A stage 2 complaint review will normally be completed within 15 working days of receipt. The review will be undertaken by the Head of Admissions, a Director of Admissions or nominee. You will be informed of the outcome in writing. If there is a delay in the process you will be informed, and a reason provided.

Throughout the whole process we will maintain confidentiality, revealing information only to those involved in the process of investigation and deal objectively and courteously with your complaint within the specified timeframe.

5. What if I'm dissatisfied with the University's final decision?

There is no further appeal permitted beyond the University's final decision.

6. What about outcomes?

Where a complaint/appeal is upheld, the appropriate steps will be put in place in relation to the decision reached and where appropriate, recommendations may also be made in respect of quality assurance policies or procedures.

If a complaint/appeal is not upheld, you will be informed in writing with reasons for its rejection.

7. Can I submit an anonymous complaint?

The University will not accept anonymous admissions complaints.

8. Can I make a complaint about an admissions decision relating to another applicant?

Complaints about admissions decisions made by the University in relation to another applicant will not normally be dealt with under this Procedure.

9. Can someone else make a complaint on my behalf?

Complaints which are made by a third party (including parents or guardians) can only be dealt with under this Procedure if you have provided permission in writing. You can give authority for a third party to pursue a complaint on your behalf. You will need to complete a [third party consent form](#) and return this to applications@salford.ac.uk.

10. Can I submit a complaint directly to the Vice-Chancellor?

If a complaint is made directly to the Vice-Chancellor, or any other senior manager who is not a designated post holder within this Procedure, the complaint will be passed to the Admissions Team where staff will ensure that the complaint is referred to the most appropriate person in line with this Procedure.

11. What if I need reasonable adjustments to enable me to engage with this Procedure?

If you identify individual needs, reasonable adjustments may be made to the Procedure. Please contact admissions@salford.ac.uk.

12. I'm concerned that I may be treated unfairly if I submit a complaint, what can I expect?

The University will ensure you will not be treated less favourably because you raised a complaint through this Procedure.

13. What standards of behaviour does the University expect from students using the Procedure?

During the complaints process, the University expects all parties to act reasonably and fairly towards each other and treat the process and individuals with respect. Where students (or supporters) demonstrate behaviour deemed to be aggressive, offensive or abusive during this process, the complaints process may be terminated.

14. How are complaints monitored?

The Admissions Team will keep details of admissions complaints in line with the University's information retention schedule. An annual report including themes and trends will be collated and considered by the Quality and Standards Committee.

Document Control Information			Revision History incl. Authorisation: (most recent first)
Author	Summary of changes	Version	Authorised & Date
Joanna Haran	Previously the Applicant Complaints Procedure was contained within the Admissions Policy, this information has now been extracted as a stand along document to offer greater visibility. Addition of grounds for complaint.	V1.0	Quality and Standards Committee 20 May 2024 and Chair's Action (ADD DATE)
Policy Management and Responsibilities: Owner:	Joanna Haran		
Others with responsibilities (please specify):			
Author to complete formal assessment with the following advisory teams:			
Equality Analysis (E&D, HR)			
Legal implications (LPG)			
Student facing procedures (QMO)			
UKVI Compliance (Student Admin)			
Consultation: Staff Trade Unions via HR Students via USSU Relevant external bodies (specify)			
Review due:			