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**MONT ROSE<sup>®</sup>**  
**COLLEGE**

# Student Admissions: Complaints and Appeals Policy 2021-2023

**Approved by:** Academic/Quality Assurance Board  
**Date of approval:** 30/03/2021  
**Effective date:** 30/03/2021  
**Next review date:** 30/03/2023

VERSION: 001



## A. Introduction

1. Mont Rose College of Management and Sciences (MRC) is committed to high quality and transparent Admission Policy and Procedures. But there will be times when the applicant is not satisfied with the admission process and wish to file a complaint. Therefore, admissions complaint and appeals policy has been designed in line with guiding principles of QAA UK quality code, advice and guidance: concerns, complaints and appeals (Publication Date: 29 Nov 2018, URL: <https://www.qaa.ac.uk/quality-code/advice-and-guidance/concerns-complaints-and-appeals>)
2. This policy is available on MRC website. The format for Appeals is also available at the end of this document. (Guiding Principle 2)

## B. Purpose

1. MRC seeks at all times to provide its applicants with a high quality application experience. However, we recognise that there may be occasions when applicants are dissatisfied with a particular service or aspect of their experience and may want to make a complaint or may wish to appeal against an admission decision.
2. This policy and procedure set out how complaints and appeals against the admissions decisions will be managed. The overall responsibility to apply these will be with the Principal. At operational level, the Admissions Manager will ensure the application.
3. Upon receipt of a complaint or appeal regarding the admissions, MRC will establish the relevant facts so as to find a reasonable, just, relevant and proportionate resolution which will be underpinned by the following overriding principles:
  - MRC will deal with admissions complaints and appeals confidentially;
  - All parties will treat each other with respect, act without bias or prejudice and in a sensitive, fair and prompt manner;
  - No applicant will be put at a disadvantage for making an admissions complaint or an appeal;
  - MRC will be accountable and will apologise if mistakes have been made or it has fallen short of expectations.
  - This policy and procedure will be regularly reviewed on an annual basis. The complaints made in the past will be a source to capture learning.

## C. Scope

1. For the purpose of this policy and procedure, a complaint is defined as a specific concern related to: a procedural error, interview conduct, processing of Disclosure and barring Service (DBS) checks, admission decision inconsistent with MRC's position on equal opportunity, irregularity or maladministration in admissions procedures or policies.
2. An appeal is a formal request for a selection decision to be reviewed and will only be considered where there are adequate grounds (as set out below). An applicant can request a review of a decision concerning the application with regards to procedural grounds, within 2 weeks of the decision being made (Guiding principle 2).
3. This policy is applicable to concerns, complaints and appeals regarding the admissions procedures at Mont Rose College for the Pearson courses run by MRC. For any issues regarding the admissions to the Top up/Bucks New University, the University policy and procedures will apply.
4. Any applicant may complain or appeal against the handling of his/her admission application if there is a reason to believe that (Guiding principle 6).;
  - The admission decision contradicts the published entry criteria;
  - Administration or procedural error in handling applications;
  - Concerns regarding staff behaviour in handling the admission application;
  - Emergence of information which may have affected the decision and which was not available at the time of the original decision.
5. Complaints or Appeals will not be considered:
  - If the applicant is disappointed with the selection decision made on academic grounds about the applicant's suitability to study on a programme;
  - If the dispute concerns a decision from a previous admissions cycle or one that has already been accepted by the applicant;
  - If the complaint is made in bad faith or without any foundation;
  - If the matter is already sub-judice;
6. This policy should be read in conjunction with MRC Admissions Policy.

## D. Principles and Protocols

The following principles will be followed while handling the admissions complaints:

- Regardless of the outcome, students raising issues and staff who are subject to complaints will be treated fairly, with dignity and respect. No applicant will be discriminated against in any future admissions process on the basis of any previous appeals and admissions decision. (Guiding principle 4)
- The principles of procedural fairness and impartiality will be followed all the time. (Guiding principle 6)
- Transparency, respect and promptness are the guiding principles;
- Confidentiality so far as it is compatible with investigation. MRC will share the information with concerned staff members internally. However, if any information is to be disclosed to the third parties, the complainant will be informed in advance;
- If any staff member is named in the complaint and from whom a response is expected in order to handle the complaint effectively, s/he will be informed about the complaint and will be asked to reply.
- MRC does not accept anonymous complaints or the complaints from 3rd parties;
- All admission complaints will be handled in accordance with deadlines set within this policy;
- The issues raised will be considered on their merits, as per the procedure laid down in this policy, as per the MRC values and ethos, and also as per other relevant policies like MRC Equality and Diversity policy.

## **E. Complaints Procedure:**

1. Mont Rose College is committed to resolve admission queries quickly and informally (Guiding principle 8). In the first instance the applicant should contact the relevant Admission Advisor for feedback and an explanation as to why their application was unsuccessful. This is informal stage. If the course of action proves unsatisfactory, then the formal complaints and appeals policy will apply (Guiding principle 1, 3).

a) If the applicant is not satisfied with the outcome of the application and the feedback received or there is some new information, he/she may complain formally in writing to the College Admissions Manager within a week's time after hearing from the Admission Advisor using the Applicant Complaint form in Appendix 1. An applicant must provide the following information:

Name and Address of the applicant;  
Date of admission application;  
Date of rejection;  
Grounds for the complaint;  
An indication of the outcome being sought.

b) The Admission Manager shall acknowledge the complaint within 5 working days. He will investigate the complaint and shall respond in writing to the applicant within 15 working days of the receipt of the complaint. If the nature of the complaint is complex that requires further time to investigate and there is a possibility that it will go beyond 15 working days, the applicant shall be informed in writing of the revised date. (Guiding principle 3, 8). The Admission Manager should ensure that the outcome is conveyed to the applicant within that revised date.

## **F. Appeals Procedure:**

1. Where an applicant remains dissatisfied with the written response received regarding their complaint, or there is substantial new information, he/she may appeal in writing to the Principal by completing the Applicant Appeal Form (see Appendix 2) together with any supporting documentation, within 2 weeks following the receipt of the outcome as stated above under E b). (Guiding principle 2). The Appeal may be on the grounds like procedural irregularity admission, availability of new evidence, unreasonable decision by the Admission Manager at Formal Stage.
2. The Principal shall acknowledge the complaint within 5 working days. He will get the appeal investigated and shall respond to the appellant within 15 working days of receipt of the appeal. If the nature of the appeal is complex that requires further time to investigate and there is a possibility that it will go beyond 15 working days, the applicant shall be informed in writing of the revised date and a response will be sent within that revised date (Guiding principle 8)
3. The Principal may request additional information from either the applicant or relevant staff and may convene a meeting to discuss the appeal. Based on the available evidence and balance of probabilities, the Principal will inform either:
  - The appeal is upheld and the College will take an appropriate action.

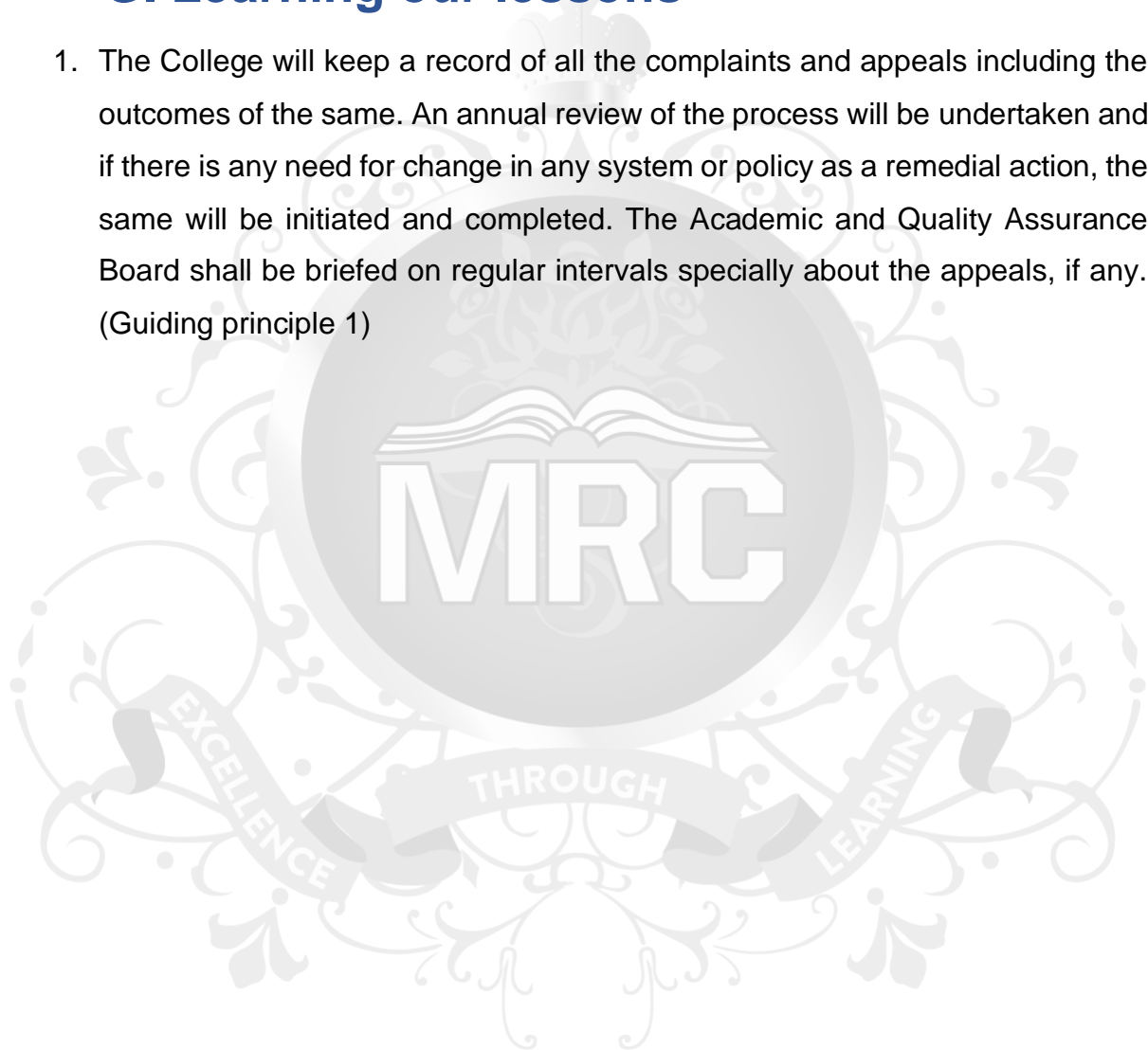
▪ **OR**

- The appeal is not upheld and will communicate the reasons for this decision and confirm that no action will be taken

The decision reached by the Principal is final and will be communicated to the appellant and relevant staff within the days stated above. (Guiding principle 5). The decision reached by the Principal is final and once the applicant is in receipt of this decision, all procedures are exhausted as far as the concerned admission issue.

## **G. Learning our lessons**

1. The College will keep a record of all the complaints and appeals including the outcomes of the same. An annual review of the process will be undertaken and if there is any need for change in any system or policy as a remedial action, the same will be initiated and completed. The Academic and Quality Assurance Board shall be briefed on regular intervals specially about the appeals, if any. (Guiding principle 1)



# Mont Rose College of Management and Sciences

Before filling in this form, please ensure that :

- a) You have taken up the matter with the concerned Admission Advisor but the matter was not resolved;
- b) You are filling in and sending this form to the Admissions Manager on his email within a week from the date the outcome was received from the Admission Advisor.

## Appendix 1: page 1 of 2

### Applicant Complaint Form: Addressed to the Admissions Manager.

Email: [j.sheikh@mrcollege.ac.uk](mailto:j.sheikh@mrcollege.ac.uk)

Applicant's name: \_\_\_\_\_

Course Applied for: \_\_\_\_\_

Application dated: \_\_\_\_\_

Rejected on: \_\_\_\_\_

Email address: \_\_\_\_\_

Mobile no.: \_\_\_\_\_

I complain on the outcome of my above admission application on the following grounds:

- Interview conduct- please specify grounds
- Handling of application/ not following procedures/processing DBS
- Admission process- please give details
- Inconsistent decision – please justify your claim

Have you tried to contact the Admission Advisor to resolve this issue?

- Yes  
 No

If yes, give details including name of the staff member, date contacted and outcome.

# Mont Rose College of Management and Sciences

## Appendix 1: page 2 of 2

Outline of complaint:

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Reasons for not agreeing with initial outcome:

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Any additional info/additional evidence:

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Expected outcome of your complaint:

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Sign:

Date:

[You should normally expect an acknowledgement of receipt within 5 working days of sending this form, although this may take longer over some holiday periods. If you have not received an acknowledgement within 15 working days please contact the above person for an update.]





<p><b>3.</b></p>	<p><b>Complaint Summary</b></p> <p>Please provide a clear and concise (no more than 500 words) statement of the main issues or areas of dissatisfaction to be investigated including the dates of key events.</p> <p><i>(Note: The “Complaints Procedure for Applicants” specifies that a complaint must be raised regarding a current admissions decisions only. Any complaints regarding the previous admissions cycle will not be entertained.)</i></p>
<p><b>4.</b></p>	<p><b>Informal and Formal Complaint Action</b></p> <p>Please describe steps taken to informally and formally resolve your complaint prior to making this appeal. Where an informal/formal resolution was proposed, please state why it was not satisfactory. <i>(Note: in certain cases, MRC may decide that attempts at informal resolution have not been fully considered and will notify you what further actions may be required.)</i></p> <p><b>Grounds for Review:</b></p>
<p><b>5.</b></p>	<p><b>Resolution</b></p> <p>Please describe what action(s) you wish to see taken to address your complaint. Please note that any expression of preferred outcome will not prejudice our consideration of your complaint.</p>

6.	<p><b>Additional Complaint Information</b></p> <p>Please, if necessary and as briefly as possible, provide relevant and significant details about main issues leading to the complaint and their impact on you.</p> <p><i>(Note: details provided in this section may not be directly responded to but will be considered as they relate to the main issues identified in the complaint summary.)</i></p>
7.	<p><b>Supporting Information</b></p> <p>Please provide a list of all information submitted in support of your complaint.</p> <p><i>(Note: Relevant information (e.g. emails, letters, etc.) should be submitted as evidence of the main issues in the complaint summary and informal resolution attempts you made. You should make specific references to evidence submitted.)</i></p>

8.	<p><b>Declaration and Submission</b></p> <p>I confirm that:</p> <ul style="list-style-type: none"> <li>• the above details and any attached documentation is a true reflection of events to the best of my knowledge and that it does not contain any false or fraudulent information.</li> <li>• I have read and understood the Complaints Procedure for Applicants.</li> </ul>
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<ul style="list-style-type: none"> <li>I have submitted this appeal following completion of the informal stage and formal stage.</li> </ul> <p>I understand that in order to investigate my appeal, any members of staff referred to in the complaint will be made aware of the contents of this form and additional information and, if necessary, will have an opportunity to comment on them as part of the complaint investigation.</p> <p>I understand that the investigating officer on behalf of MRC will retain a record of that investigation.</p>	
<p><b>Signed:</b></p> <p>(or type your name if submitting electronically)</p>	<p><b>Date:</b></p>
<p>When you have completed all sections please submit this electronically or in paper form together with any supporting information to:</p> <p>Email: <a href="mailto:b.sheikh@mrcollege.ac.uk">b.sheikh@mrcollege.ac.uk</a></p> <p>You should normally expect an acknowledgement of receipt within 5 working days of sending this form, although this may take longer over some holiday periods. If you have not received an acknowledgement within 15 working days please contact the above person for an update.</p>	

