

## **Procedure for Making a Complaint about the Admissions Process**

1. LSTM recognises that there may be occasions when applicants feel they have grounds for complaint. Applicants should address all complaints, either orally or in writing, initially to the Programme Administrator.
2. If the Programme Administrator is not able to respond to the complaint immediately, they will do so within 5 working days, either orally or in writing.
3. If the applicant is not satisfied with the response of the Programme Administrator or the nature of the complaint means that it cannot be satisfactorily dealt with by the Programme Administrator, they should submit a formal complaint in writing to the Academic Registrar. This may be submitted by email.
4. Applicants will not suffer any disadvantage as a result of submitting a complaint, either informally or formally.
5. Complaints will be handled confidentially as far as possible but it may be necessary to involve other members of staff in order to resolve a complaint and where this is the case, the applicant will be informed.
6. Complaints must be made within one month of the cause for complaint occurring or the applicant being notified of the outcome of the application.
7. Before submitting a formal complaint to the Academic Registrar, the applicant should consult the Code of Practice on Admissions in the first instance to ensure that they have valid grounds for complaint.
8. The applicant should provide a full description of what has taken place, how they have sought to resolve the case already and what remedy they are seeking.
9. The following may be considered grounds for complaint:
  - 9.1 The admissions procedures as outlined in the Code of Practice on Admissions were not followed
  - 9.2 Some other material irregularity occurred.
10. The following are **not** grounds for complaint:

- 10.1 Disputing the academic judgement of the Director of Studies or the professional judgement of admissions staff regarding the applicant's suitability for undertaking the programme of study.
  - 10.2 The applicant has been rejected but has not provided information or evidence of qualifications or funding requested by admissions staff.
11. The Academic Registrar will consult with the relevant admissions staff as to the circumstances of the complaint and respond in writing to formal complaints within 10 working days of receipt.
  12. An applicant who is not satisfied with the response of the Academic Registrar may ask for their complaint to be referred to the Director of Education.
  13. The Director of Education will, after consulting with the relevant staff, and reviewing the evidence, respond within 10 working days with details of what action, if any, will be taken.
  14. The decision of the Director of Education is final.