

Complaints and Appeals

Complaints

The University recognises that occasionally things might not go as well as we would hope, and there might be a need for a complaint to be made. Wherever possible, the University will seek to resolve complaints informally. Because of this, we try to resolve a complaint at the level at which the matter arose. Usually, the person concerned can deal with it speedily. You are asked to raise the complaint with the person you have been dealing with.

If the person you have been dealing with cannot address the complaint, the person will refer the matter to the manager concerned. You can also ask for the manager's name and address and write directly to the manager.

If you are unsure of where to raise the complaint, you should contact the Director of Admissions by writing to Canterbury Christ Church University, North Holmes Road, Canterbury, Kent, CT1 1 QU or by emailing admissions@canterbury.ac.uk.

A complaint can be received up to a maximum of four weeks after the incident that caused the complaint.

Appeals

An appeal is a request for a review of the process by which the University reached a decision relating to the application for admission to a programme. Appeals about the application process can only concern:

1. The University's administration of your application, **or**
2. The process by which the decision was taken with regard to your application.

You may request that the University set out the reasons for a rejection in writing. You should request the information from the person who has been dealing with your application. You should note the University only conveys this information in writing.

If you feel you have grounds for an appeal then you should speak to the person who has been dealing with your application in the first instance to see if the problem can be resolved informally.

If you are an applicant, the following procedure must be followed:

If you still wish to appeal, you should write to the Director of Admissions at Canterbury Christ Church University, North Holmes Road, Canterbury, Kent, CT1 1 QU or by emailing admissions@canterbury.ac.uk.

An appeal can be received up to a maximum of four weeks after the incident that caused the complaint.



An appeal must be made in writing to the Director of Admissions, detailing the nature of the complaint, including supporting evidence/information and specifying the outcome being sought.

Once the University has received your complaint, it will be dealt with as follows:

The Director of Admissions will investigate the matter and reply in writing within two weeks of receipt of the complaint.

As a result of the investigation the Director of Admissions can:

1. Confirm the original decision to reject (not make an offer of a place)
2. Reverse the decision and make an offer of a place
3. Call the applicant in for another interview. In this case applicants will be re-interviewed by different staff who are unaware of the applicant's history.

Further Action

If you are unhappy with the outcome of your complaint you can write to the Pro Vice-Chancellor (Research and Knowledge Exchange) requesting a further investigation. In this case a complaint or appeal must be made in writing within two weeks of receipt of the Admissions Agencies decision, detailing the nature of the further appeal, including supporting evidence/information and any outcome being sought.

The Pro Vice-Chancellor (Research and Knowledge Exchange) can either:

1. Overturn the decision of the Admissions Agency
2. Reject the further appeal
3. Where applicable, require the Admissions Agency to re-interview the applicant.

The decision of the Pro Vice-Chancellor (Research and Knowledge) is final.

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