



Applicant Feedback and Complaints Procedure

1. Definitions

- 1.1 Feedback is defined as the communication from Scholars School System to an applicant who did not receive an offer of a place or final confirmation of a place, upon the applicant's request.
- 1.2 A complaint is an expression of dissatisfaction with either the way an application was processed or the outcome of the selection procedure.
- 1.3 An appeal is defined as a formal review request of an admissions decision's outcome.

2. General principles

- 2.1 Scholars School System evaluates all applications fairly and efficiently in accordance with its Admissions Policy. We are committed to providing admissions procedures that are fair and open. We recognize, however, that there may be instances in which applicants wish to know why their application was denied or believe they have a valid complaint.
- 2.2 A decision not to offer an applicant a place at Scholars School System is not subject to appeal. Unavoidably, there will be instances in which an applicant disagrees with a selection decision. The original decision will not be reversed if it can be demonstrated that it was reached fairly and in accordance with the published selection criteria. However, if an applicant believes that College admissions procedures have been applied inconsistently or incorrectly, he or she may follow the complaints procedure.
- 2.3 Any individual who has submitted a formal application for courses study at Scholars School System and has applied via online and Scholars School System's Campuses in person, may initiate the complaints procedure.

Individual applicants or applicant groups may file complaints; however, representatives, parents, schools, and other third parties are prohibited.

The feedback and complaints of applicants will be handled with discretion and respect for their privacy. In order to effectively respond to the feedback request or complaint, it may be necessary to share the information with others during the review.

- 2.5 Anonymous complaints will not be addressed in accordance with this policy. Staff members who receive anonymous complaints will be expected to exercise discretion and good judgement in deciding how to handle them.

No applicant who requests feedback or files a complaint will be subject to discrimination.

- 2.7 Scholars School System will make every effort to resolve complaints amicably, informally, and to the satisfaction of all parties involved without resorting to the formal complaints procedure.

The College Planning Committee endorses Section 2.8 of the Applicant Feedback and Complaints Procedure. It is based on the UK Quality Code for Higher Education: Recruitment, Selection, and Admissions issued by the Quality Assurance Agency.

- 2.9 The Head of Student Admissions is a resource for information regarding the Applicant Feedback and Complaints Procedure.

3. Applicant Feedback

- 3.1 Scholars School System aims to make the minimum entry requirements and expected typical offers for all of its courses completely clear. These, along with information on evaluation and selection criteria, are available on the College's website. Before requesting additional feedback, applicants are expected to read the available information on entry requirements and evaluation criteria, as in many cases this will explain why their application was denied.
- 3.2 Scholars School System does not offer automatic feedback for all programmes at this time. Individual feedback requests should be submitted in writing to the Admissions Team. Requests will be acknowledged upon receipt, and the Admissions Team will provide written feedback within 20 working days. After receiving feedback, Scholars School System will cease all further correspondence.
- 3.3 Scholars School System will not discuss the outcome of individual applications with anyone other than the applicant unless the applicant grants permission for Scholars School System staff to do so. This conforms to the 2018 General Data Protection Regulations.

4. Applicant Complaints Procedure

- 4.1 The applicant should normally raise any issue informally with a member of Admissions staff within fourteen days of the action that prompted the complaint. Every effort will be made to resolve the complaint informally.
- 4.2 The appropriate member of staff shall respond to the complaint normally within ten working days of a complaint being received. The details of any resolution of such complaints will be recorded and retained on file by Admissions staff in line with our retention periods.
- 4.3 If the complaint is not resolved informally and to the applicant's satisfaction then the applicant will be advised to submit a formal written complaint to the Head of Student Admissions. This will be acknowledged normally within seven working days of receipt.
- 4.4 A full investigation of the complaint will be conducted and normally within 20 working days. The applicant will be kept informed of the progress of the investigation of the complaint and will be informed of the outcome. Should the timescale for providing a full response change, the applicant will be informed and given the reason for the delay and provided with a new date when a full response should be expected.
- 4.5 At the conclusion of the investigation, the applicant will receive a written response to the complaint containing a full account of the points investigated, a reasoned decision as to whether the complaint has been upheld or dismissed, as well as any remedial action that Scholars School System will take.

Further information

Admissions can provide you with additional details or clarification regarding these procedures.

Contact details:

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