

LCCA ADMISSIONS APPEAL PROCEDURE

1. The College will seek to ensure that all complaints are treated seriously, positively and constructively. It will also seek to ensure that complaints are dealt with promptly, with fairness and consistency and with due regard to the Equality & Diversity Policy. If a complaint is upheld, the College will take appropriate action and will do so promptly. If a complaint is not upheld, the reasons for the decision will be communicated to the applicant.

Applicants may appeal against the outcome of their application to study at LCCA, including recognition of prior learning, solely on the grounds that:

- a. LCCA admissions policy or process had not been followed correctly
- b. and/or key information was not made available during the application process, through no fault of the applicant and that this had a material effect upon the outcome of the application.

Applicants have no right of appeal against the academic decision not to offer them a place at the University. Providing that the decision can be shown to have been reached fairly and in accordance with the University's published entry requirements and selection criteria, the original decision will not be overturned.

To comply with data protection law, and the College's policy on disclosure, the College will only correspond on any issue regarding an application with the applicant themselves, unless the applicant has provided written permission to discuss it with another person (e.g. a parent, guardian or school adviser) or has identified that person as their proxy

2. Informal Complaints

The vast majority of applicant complaints can be handled fairly, amicably, and to the satisfaction of all concerned without recourse to the formal complaints procedure. In the first instance, applicants with a complaint should raise it informally with the relevant member of staff. If this course of action proves unsatisfactory, then the formal complaints procedure detailed below should be followed.

The informal complaint must normally be made within 14 working days of the actions (or lack of actions) that prompted the complaint. The appropriate staff member shall respond to the complaint normally within 10 working days of a complaint being received and will retain a record of the correspondence and any action taken. If it proves impossible to respond in full within ten working days, the complainant shall be informed of the timescale for the receipt of a full response.

Responses to informal complaints should include details of the formal complaint process. If a complaint is not resolved on an informal basis and moves to a formal complaint, the Admissions Manager will determine whether there is an initial case to answer.

3. Formal Complaints

The applicant must submit their reasons for complain formally, in writing, to the Admissions Manager within 30 working days of the action causing concern (admissions@LCCA.org.uk). All complaints should be made by the complainant, not a third party.

The Admissions Manager shall reply to the complainant within 7 working days stating that the complaint is being dealt with and that a full, written reply will be sent within 30 working days of receipt of the complaint. All complaints received will be referred to the appropriate Manager or department. Where a complaint includes an allegation of serious misconduct by a member of staff, the investigation of that part of the complaint may be informed by the relevant internal HR policies and procedures.

The Admissions Manager will advise complainants of the outcome of the investigation and the grounds on which the Admissions Manager has reached their decision in writing within 30 College working days of receipt of the applicant's submission. This will include the decision as to whether the complaint has been upheld or rejected and will include an indication of the evidence on which the decision has been based.

4. If the applicant is still dissatisfied and wishes to pursue an appeal, the applicant may write to the Principal within 10 College working days of receipt of the Admissions Manager's reply.

The Principal shall review the admissions decision, examining the evidence and discussing with the Admissions Manager.

The Principal will reply to the applicant in writing within 10 College working days of receipt of the student's written submission, advising the applicant of their decision and noting that this is now final, with no scope for further appeal, unless it can be demonstrated that this process has not been followed correctly, in which case the applicant has the right to raise this in writing, with any evidence, directly to the Chair of the Academic Board. The Chair will respond to the applicant within 5 College working days of the next meeting of the Board.

5. All complaints and appeals documentation is stored confidentially for two years.

Applicants' complaints may only be made through this Applicant Complaints Procedure. The College operates a separate Complaints Policy and Procedure for registered students who wish to raise complaints about aspects of their student experience once they have been accepted (and started) on their course.

The Academic Board reviews this policy annually.