**Admissions Formal Appeals and Complaints Form**

***What is the purpose of this form*?** This form allows you to submit a Stage 2: Formal Appeal or a Stage 2: Formal Complaint, against a admission decision or an aspect of the applicant experience that you are dissatisfied with. You must have completed Stage 1 of the appeal and complaint procedure before we will accept your case for formal consideration.

If you submit this form without completing Stage 1 of the procedure your appeal / complaint will be rejected.

***How can I submit a Stage 1 appeal or complaint?*** Please see our Admissions Appeals and Complaints Procedure.

***How much time do I have to complete the form*?** Please ensure you submit this form within one calendar month of receiving either feedback in relation to your appeal or the outcome to your early resolution complaint.

***What support is available for me*?** The Student Casework Team can help you to understand the procedure, but they cannot support you to submit your appeal or complaint. If you need support with the procedure, please email: [complaintsandappeals@bradford.ac.uk](mailto:complaintsandappeals@bradford.ac.uk) or phone: 01274 235108. You may be able to seek independent advice by contacting the Citizens Advice consumer helpline on 0808 223 1133.

Applicants who have declared a mental health difficulty can access support to complete the Admissions Appeals and Complaints Form and gathering supporting evidence, by contacting [mhadvice@bradford.ac.uk](mailto:counselling@bradford.ac.uk).

***Where can I find more information*?** For more information, please see our website: [Admissions Appeals and Complaints](https://www.bradford.ac.uk/academic-misconduct-appeals-and-student-complaints/admissions-appeals-and-complaints/)

# Applicant details:

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| **Full Name:** |  |
| **UB Number:** |  |
| **Email Address:** |  |
| **Telephone Number:** |  |
| **Course Title:** |  |
| **Course Level:**  **(Undergraduate/Postgraduate/Research)** |  |

# Stage 2: Formal Appeal

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| *If you are unhappy with a decision that has been made in relation to your application, and you have requested and received formal feedback, you can submit a formal appeal. Appeals can be made to request a reconsideration of an application decision, this might be because we have made a mistake or we have not followed our own policies or procedures.* | |
| **Are you submitting a Stage 2: Formal Appeal?** | Yes  No |
| *If Yes, please continue. If No, and you are submitting a Stage 2 Formal Complaint, please go to Section 3.* | |
| **Have you requested Stage 1: Feedback of the appeal procedure?** | Yes  No |
| *If Yes, please continue. If No, please complete Stage 1: Feedback as outlined in the Admissions Appeals and Complaints Procedure.* | |
| **For your appeal to be considered, you must select one or more of the following grounds and provide independent evidence to support your case.** | |
| There is substantial new evidence which may have affected the decision and which was not available at the time the original decision was made. There must be documentary evidence as to why this information was not presented at the time of the original application.  There were demonstrable procedural irregularities in the conduct of the decision-making processes which are of such a nature as to cause reasonable doubt as to whether the outcome would have been different had they not occurred.  There is evidence of an administrative error of such a nature as to cause reasonable doubt as to whether the University would have reached the same conclusion if it had not been made. | |
| **Please provide details of the circumstances of why you are making an appeal. Provide details of why you remain unhappy after receiving detailed feedback. Please try to be as specific as possible and include dates of actions and supporting evidence, where appropriate.** | |
|  | |
| **Please indicate what outcome or further action you are expecting.** | |
|  | |
| **List any evidence you are providing that supports your appeal.** | |
| *Provide any evidence to support your appeal. Please note, if you do not submit evidence it makes it more difficult for you to establish a case.* | |
| Documents attached: | |

# Stage 2: Formal Complaint

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| *If you are unhappy with how your application has been processed or managed, and you have received an outcome after raising this as a Stage 1: Early Resolution Complaint, you can submit a formal complaint. Complaints can be made when you are unhappy with the admission process, the services offered or the information provided by us. This might be in relation to issues with a fee waiver, bursary or scholarship, or you have experienced prejudice or bias on the part of a staff member, for example during an interview.* | |
| **Are you submitting a Stage 2: Formal Complaint?** | Yes  No |
| *If Yes, please continue. If No, and you are submitting a Stage 2 Formal Appeal, please go to Section 2.* | |
| **Have you completed Stage 1 of the complaint procedure?** | Yes  No |
| *If Yes, please continue. If No, please complete Stage 1: Early Resolution as outlined in the Admissions Appeals and Complaints Procedure.* | |
| **Please provide details of the circumstances of why you are making a complaint. Provide details of why you remain unhappy after receiving the Early Resolution outcome. Please try to be as specific as possible and include dates of actions and supporting evidence, where appropriate.** | |
|  | |
| **Please indicate what outcome or further action you are expecting.** | |
|  | |
| **List any evidence you are providing that supports your complaint.** | |
| *Provide any evidence to support your appeal. Please note, if you do not submit evidence it makes it more difficult for you to establish a case.* | |
| Documents attached: | |

# Please note the following further information

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| 1. You will normally receive a written response providing reasons for the outcome, within one month from receipt of your Stage 2 appeal or complaint. 2. If you are currently a student of the University will use your student email address and you may also seek advice from the Student Union Advice Centre for assistance with your appeal / complaint. 3. If your appeal / complaint is late, have you included a detailed explanation of the reason for late submission, supported by relevant evidence (for example, where the applicant was too unwell to be able to submit the appeal on time). 4. Please be aware that it is your responsibility to provide evidence in support of your appeal / complaint. We may take the decision to reject your appeal if you do not provide any evidence to support your case. |

# Applicant declaration

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| **I confirm that the details I have provided in this form are correct and a true reflection of events to the best of my knowledge and does not contain any false or fraudulent information. I agree that the Investigating Officer may share the details of my case, including information from my application, with other persons as part of the investigation.** | |
| **Name:** |  |
| **Date:** |  |

# Sending the form

Once complete, please send this form, together with any evidence, to [complaintsandappeals@bradford.ac.uk](mailto:complaintsandappeals@bradford.ac.uk).