

Student Admissions and Recruitment Office Complaints Procedure

1. Applicants have a right to complain if they believe that the service provided through the admissions process has not met the appropriate standard or if they believe that a procedural irregularity has affected their decision. Applicants do not have a right of appeal against the academic judgment made on their application.
2. Complaints may be made by individual applicants or by groups of applicants; they may not be made by a representative, a parent, a school or any other third party. Anonymous complaints will not be dealt with under this procedure. Staff who receive anonymous complaints will be expected to use their discretion and judgement as to how to handle such complaints.
3. This Procedure sets out how applicants may seek to have complaints addressed. It should be recognised that 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 in the Student Admissions and Recruitment Office. If this course of action proves unsatisfactory, then the formal complaints procedure should be followed.

Informal Complaints

4. Most complaints can be resolved satisfactorily on an informal basis.
5. The applicant should normally first raise her/his complaint in writing with the relevant member of staff in the Student Admissions and Recruitment Office outlining the nature and details of her/his complaint. Complaints should not normally be made directly to academic Departments, although if the nature of the complaint warrants it, the relevant member of staff in the Student Admissions and Recruitment Office may consult an academic Department in order to resolve the complaint.
6. The complaint must normally be made within 10 working days of the actions (or lack of actions) that prompted the complaint. The appropriate staff member shall respond to the complaint in a timely manner, and shall retain a record of the correspondence and any action taken. If it proves impossible to respond fully within ten working days of the complaint being made, the complaint will be acknowledged and the complainant informed of the timescale for the receipt of a full response.

Formal Complaints Procedure

7. The formal complaints procedure should normally be followed only after an informal complaint has been pursued. If the applicant is dissatisfied with the response s/he receives from the staff member to whom an informal complaint has been submitted, s/he should submit, within ten working days of receiving that response, a written complaint to the Director of Student Admissions and Recruitment at the following address:
Student Admissions and Recruitment Office
University House
University of Warwick
Coventry CV4 8UW
United Kingdom

8. The written complaint should set out briefly: the nature of the complaint; the informal steps already taken (if any); details of the response received; and a statement as to why the applicant remains dissatisfied and, without prejudice to any formal remedy which might be determined, the remedy which s/he is seeking.
9. Applicants making a formal complaint should receive an acknowledgment within 5 working days of the receipt of the complaint by the Director of Student Admissions and Recruitment.
10. The Director of Student Admissions and Recruitment will investigate the complaint and aim to submit in writing either a response or an interim response to the complainant, normally within fifteen working days of the receipt of the complaint. If it should prove impossible to respond fully within fifteen working days, the applicant shall be informed in writing of the timescale for the receipt of a full response.
11. The University will seek to ensure that all complaints are treated seriously and constructively. It will also seek to ensure that complaints are dealt with promptly, with fairness and consistency and with due regard to the University's Equal Opportunities Policy. If a complaint is upheld, the University will take such action or provide such remedy as may be appropriate and will do so promptly. If a complaint is not upheld, the reasons for the decision will be communicated to the applicant.
12. If the Director of Student Admissions and Recruitment feels unable to fulfil the requirements of the Complaints Procedure objectively because of prior involvement in the case, s/he will refer the matter to a more senior colleague.
13. The decision of the Director of Student Admissions and Recruitment following completion of this process will be considered as final.
14. There will be no discrimination against any applicant who makes a complaint.
15. Applicants lodging a complaint and those against whom complaints are made may expect complaints to be dealt with confidentially and with respect for their privacy. However, it may be necessary to disclose information to others in order to deal with the complaint and in these circumstances the parties concerned will be informed of such disclosure.
16. The Director of Student Recruitment, Access and Admissions will monitor, on an annual basis, formal complaints which have been referred, and will be responsible for implementing, or recommending to the appropriate authority, changes to systems or procedures suggested by the nature and pattern of the complaints received.
17. Complaints are also governed by the University's generic complaints and feedback procedures: <http://www2.warwick.ac.uk/services/gov/complaintsandfeedback/>