

# Complaints from Applicants Procedure

Version number	Status (draft/final)	Owning Directorate / Faculty
1.0	Final	Plymouth Global
<b>Summary of any amendments:</b> New procedure		
<b>Document objectives:</b> To describe how applicants may complain, to whom and within what timeframes if they are dissatisfied with aspects of their application journey		
<b>Intended Recipients:</b> Individuals who have submitted an application to study at the University of Plymouth, it is not intended for applicants for courses offered at partner institutions, except where selection is the responsibility of the University of Plymouth University of Plymouth staff		
<b>Date of Issue</b>		

## **1. Introduction**

The University is committed to ensuring that we provide a high quality and fair

Should an Applicant's actual performance exceed predicted performance this does not form grounds for appeal against the initial decision.

Grounds for submitting a complaint/appeal in such circumstances would relate to instances where the Applicant believes, and has evidence to support a claim, that:

The University has not followed its procedures,  
There is evidence of bias or prejudice in the decision

relating to the determination of fee classifications has been properly and accurately applied (and which can be viewed online at [www.ukcisa.org.uk](http://www.ukcisa.org.uk)), a standard response explaining these regulations is acceptable at this stage.

#### Stage 2 Formal complaint

- 4.4. If the Applicant is dissatisfied with the response they receive at Stage 1 of this process they should submit, within ten working days of receiving the response, a written complaint to the Head of Student Admissions and Enquiries. The written complaint should set out briefly: the nature of the complaint; the informal steps

## **5. Further information**

Further information about, or clarification of, these procedures is available from the Student Recruitment and Admissions Team, Plymouth Global, University of Plymouth, Drake Circus, Plymouth, PL4 8AA