

**Edinburgh Napier University Admissions Policy**

**Policy for Feedback, Appeals and Complaints**

1. **General Principles**
   1. In line with the Edinburgh Napier University Admissions Policy, these procedures have been developed to ensure:

* Unsuccessful applicants who request feedback on their application will receive it
* Unsuccessful applicants have the opportunity to appeal, where there are valid grounds for appeal
* Applicants have the option to complain where they (or their representative) have been dissatisfied with the service they have received.

1. **Procedure for applicants requesting feedback**
   1. The University is committed to providing feedback, when requested, to any candidate whose application to study has been unsuccessful.
   2. Where possible the request for feedback should be made by the applicant, not a third party. In cases where a request is submitted by a third party, data protection legislation will prevent the University from releasing information related to an individual’s application, without the express consent of the applicant.
   3. The request should be put in writing either by letter or e-mail to the relevant Admissions Team. For feedback on undergraduate applications please email [ugadmissions@napier.ac.uk](mailto:ugadmissions@napier.ac.uk), for postgraduate applications please contact [pgadmissions@napier.ac.uk](mailto:pgadmissions@napier.ac.uk). Applicants should include their full name, their UCAS number or Napier number and the programme they applied for.
   4. The University aims to deal with requests for feedback within 20 working days of receipt of the request.
   5. For programmes where the admissions process includes an interview, portfolio and/or audition, the feedback request will be forwarded onto the member of staff with responsibility for carrying out the interview, portfolio or audition.
   6. If, during the feedback process it becomes apparent that there is additional, directly relevant information to the application, which was not provided at the time of application, the University will review its original decision, taking into consideration this new information.
   7. No applicant will be discriminated against for either requesting feedback or a review of an admissions decision.
2. **Procedure for Applicants Appealing an Admissions Decision**
   1. Any unsuccessful applicant may request feedback on an admissions decision. However, a formal appeal against an admissions decision can only be used when there are adequate grounds for appeal.
   2. An Appeal is defined as a request for the reconsideration of an admissions decision on an application.
   3. The grounds for appeal are:

(i) Procedural irregularity, where the applicant believes the University has not adhered to its own stated procedures, or there is evidence of alleged improper conduct.

(ii) The emergence of substantial new information which may have affected the decision and which could not have been available at the time the original decision was made.

* 1. Applicants who have valid grounds on which to appeal against an admissions decision should raise the appeal within 20 working days following notification of the original admission decision. Appeals received after 20 working days will only be considered in exceptional circumstances.
  2. A formal letter of appeal should be submitted via email to the relevant Admissions Team ([ugadmissions@napier.ac.uk](mailto:ugadmissions@napier.ac.uk) or [pgadmissions@napier.ac.uk](mailto:pgadmissions@napier.ac.uk)), and clearly marked for the attention of Head of Admissions.
  3. The letter should clearly state:

(i) Specific details of the grounds for appeal (see Section 3.3)

(ii) Applicants, name, address, and Napier or UCAS Number

(iii) The programme for which they have applied and supplementary information and/or evidence to support their appeal

(iv) Any other information which the applicant feels is relevant

* 1. Please note that all relevant information should be submitted at one time and that it may not be possible to consider information which is submitted later in the process without good reason
  2. The Head of Admissions will write to the appellant within 10 working days to advise if the grounds for appeal have been met. If the grounds for appeal have not been met, or the appeal is judged to be vexatious or frivolous, the appeal will be rejected.

3.9 If the grounds for appeal are met, the Head of Admissions will advise the applicant of the appeals process and the time-scale for considering the appeal. If additional information is required, the applicant will be informed and provided with an appropriate deadline by which to submit the information.

* 1. The University Admissions Appeal Panel has responsibility for consideration of all appeals. No member of the panel will have been directly involved in the original decision under appeal. The minimum membership required for the Panel to operate is three, one of whom must be from the subject area to which the applicant has applied.
  2. The panel will normally comprise of

1. Head of Recruitment & Admissions, or nominee
2. Appeals, Complaints & Conduct Officer
3. Head of School (or nominee) from the School to which the application was made
4. An academic member of staff from the subject area to which the application was made

3.12 After giving consideration to all the evidence presented, one of two decisions will be reached:

1. Appeal upheld
2. Appeal unsuccessful

The decision of appeal upheld can lead to one of a number of decisions, including (but not limited to):

1. Appellant is offered a place on the original course they applied for

(ii) The appellant is considered for another course at Edinburgh Napier

(iii) The appellant is offered a place on the original course they applied for, but the starting date is deferred for one year

(iv) The appellant receives assistance from Edinburgh Napier in identifying suitable courses available at other universities

3.13 Appellants will be informed in writing of the outcome and the grounds on which the decision was reached. The decision is final and there is no further right to appeal.

3.14 No applicant will be discriminated against for appealing against an admissions decision.

3.15 This appeals process may be used by applicants wishing to appeal a tuition fee assessment decision. The above procedures apply, with the exception of the membership of the Appeals Panel which will comprise:

(i) Head of Recruitment & Admissions or nominee

(ii) Appeals, Complaints & Conduct Officer

(iii) One further nominee, with relevant expertise to assess tuition fee cases

1. **Procedure for Applicants Submitting a Complaint**

4.1 From 30th August 2013 the procedure for reporting, handling and recording complaints changed.

4.2 Universities and Colleges across Scotland are required by the Scottish Public Services Ombudsman (SPSO - <http://www.spso.org.uk>) to adopt their Complaints Handling Procedure.

4.3 Further information about the procedure for submitting a complaint can be found at the following website:

http://staff.napier.ac.uk/services/sas/AppealsComplaintsConduct/Pages/AppealsComplaintsConduct.aspx

4.4 The complaints procedure cannot be used as a means to change an admissions decision.