

Admissions Appeals and Complaints Policy

1. Introduction and Purpose

- 1.1. Queen Mary University of London (“Queen Mary”) is committed to open doors of opportunity to applicants with academic ability and potential to succeed, and our Admission Policies and Procedures have been designed to ensure that all applicants are considered in a fair, equitable, professional and consistent manner.
- 1.2. The Admissions team aims to provide an excellent service at every stage of an applicant journey right through to enrolment but acknowledge that there may be circumstances where applicants may be dissatisfied with our admission decision or service.
- 1.3. Queen Mary seeks to resolve appeals and complaints at an early stage where possible without need for formal procedures and this policy sets out the appeals and complaints process and stages, and the decision pathway on appeals or complaints received.

2. Scope

- 2.1. This policy is applicable to applicants who have applied to study programmes awarded by Queen Mary in:
 - a) undergraduate study
 - b) postgraduate taught
 - c) postgraduate research
- 2.2. This policy applies to appeals related to the fee status classification of all applicants and students on a new or existing programmes at Queen Mary. Fee status classification (home or overseas) confirmed determines the tuition fee liability an applicant or student will pay on their study at the University.
- 2.3. Programmes administered by Queen Mary’s partner institutions, partner universities in China, Paris and by Queen Mary Academic Development are not included within the scope of this policy. Admission appeals or complaints of any kind should be raised directly with partner institutions.
- 2.4. With the exception of fee status appeals, the Admissions Appeals and Complaints Policy does not apply to enrolled students. Queen Mary students (newly enrolled or

current students) should refer to the [Appeals, Complaints and Conduct Office](#) for further information on how to log an appeal, complaint or misconduct.

3. Definitions

- 3.1. **Admissions appeal:** An appeal refers to an admission decision on an application to study a programme at Queen Mary, either at the offer stage, clearing stage or confirmation of results.
- 3.2. **Admissions complaint:** A complaint is regarding a specific concern about the admissions service through the course of an application to study at Queen Mary, which could be unrelated to an admission decision.

4. Principles

- 4.1. All appeals and complaints made to Queen Mary will be handled confidentially and only shared with relevant staff where necessary for the purpose of these procedures.
- 4.2. Appeals and complaints will be considered when made by an individual applicant but not third-party representatives, such as parents, school representatives, or other third parties, unless the applicant provides explicit permission for a named third-party representative to support them with their appeal.
- 4.3. Anonymous complaints will be acknowledged but will not be considered under the appeals or complaints process as we cannot deny or confirm the basis of information provided.
- 4.4. All appeals and complaints will be considered without prejudice or discrimination irrespective of an applicant's background or circumstances.
- 4.5. Outcome or decision relayed following formal review of an appeal is final and there is no recourse to further consideration or further appeal.

5. Grounds of Appeal on an admission decision:

An applicant may only appeal on the following ground:

- 5.1. Procedural error where the process leading to the decision being appealed against was not conducted in accordance with Queen Mary's procedure, such that there is reasonable doubt as to whether the outcome might have been different had the error not occurred.

Insufficient grounds of appeal on an admission decision:

- 5.2. Unsuccessful decision on an application for not satisfying the entry requirements either in terms of the subject(s) required, or achievement of the required grades to satisfy the condition of an offer. Applicants in this category do not have a right to

an appeal.

- 5.3. Applicants placed on a waiting list as part of a pool of candidates on a programme but fail to secure a place, or applications declined where the programme is full for the period which the application is made and have not secured an offer are excluded from submitting an appeal.
- 5.4. All appeals will be considered on their merit, however, appeals that are based exclusively on one or more of the grounds below will be rejected automatically by the Director of Admissions or delegated authority:
 - a. Appeals against the academic judgement of selectors.
 - b. Appeals where the application was received after the published deadline.
 - c. The retrospective reporting of additional information that might have been reasonably made known at the time of application.
 - d. Failure by the applicant to attain the entry qualifications specified at offer stage or as conditions of the offer.
 - e. Lack or insufficient feedback on an application or disagreement with conditions of a test or interview that is part of the application process. Applicants are advised to request feedback on an application or interview process directly with the Admissions team or raise concerns early so they can be addressed without delay.

6. Admission Appeals process

- 6.1. The admission appeals process **consists of** two stages:

Informal stage:

- a. The first stage of the appeals process may happen with either the Admissions Office or academic School/Institute, both of which comprise the informal stage.
- b. Applicants are encouraged to get in touch with Queen Mary Admissions team for clarification and feedback regarding an admissions or fee status decision, and for further guidance about what actions they can take to resolve their issue.
- c. If after feedback and discussion with the relevant Admissions Officer in liaison with the academic School, a satisfactory outcome is not reached, an applicant is welcome to make a formal appeal.

Formal stage:

- a. Formal appeals should only be submitted after informal appeal measures have been exhausted or pursued.
- b. Appeals will be investigated by a delegated authority in Admissions with consultation with other colleagues in the University, as appropriate.
- c. The delegated authority may require additional information or evidence to determine full circumstances of your appeal, and this may include information

previously submitted with your application or referred to colleagues within the University.

- d. Decision outlined represents the completion of formal appeals procedure and the decision of the Director of Admissions or their delegated authority following a formal appeal, is final.

6.2. All Admission appeals and complaints are dealt with strictly by the Admissions Office. Admission appeals or complaints referred to the Principal's office or Senior Management team of the University will be referred to the Director of Admissions or their delegated authority for review and resolution.

7. Admission Appeals timeline and **supporting** evidence:

7.1. Applicants who wish to submit a formal appeal, **other than a fee status appeal**, must submit a written, formal appeal within 14 working days of the decision on the application to be considered. The appeal should outline the:

- a. grounds under which the decision is being appealed,
- b. informal appeal measures already taken and evidence to back up claim,
- c. reason why the informal appeal discussions were not satisfactory.

7.2. All fee status appeals from applicants and students must be submitted on or before:

September enrolment: the 31st of October of the academic year of enrolment

January enrolment: the 28th of February of the academic year of enrolment

Fee status appeals should include:

- a. a completed fee status Questionnaire with relevant supporting documentation,
- b. outline of the reason why fee status is being appealed,
- c. informal appeal measures already taken

7.3. All formal appeals should be sent to **adm-mgrs@qmul.ac.uk** within the time specified.

7.4. Admission appeals that are submitted outside of the 14 working days since a decision was made on the application will only be considered at the discretion of the Director of Admissions or delegated authority.

7.5. Fee status appeals from applicants or students submitted outside the 31st of October or 28th of February of year of enrolment will not be considered.

7.6. Fee status appeals are usually not considered in subsequent years of study.

7.7. Fee status appeals will be reviewed in line with the UK Government's Department

of Education guidance outlined by [UKCISA](#) only and Queen Mary procedures and timelines.

- 7.8. The Director of Admissions or delegated authority will consider all formal appeals and will inform an applicant of the appeal outcome the applicant of the appeal outcome in writing within **20 working days** of receipt of appeal.
- 7.9. Decisions confirmed on an Admission decision and applicant fee status appeals, following full investigation and review of the formal appeal process, are final and there is no recourse to further appeal.
- 7.10. Queen Mary current **students** not satisfied with outcome of formal review of their fee status classification may request a completion of procedures letter in order to submit a complaint to the Office of the Independent Adjudicator for Higher Education (OIA).

8. Admission Complaint process and timelines

- 8.1. Complaints must be made in writing and within 14 **working** days of the action or lack of action that was the basis of the complaint to the following email address: adm-mgrs@qmul.ac.uk
- 8.2. Queen Mary will acknowledge receipt and consider concerns raised to provide a response within 20 working days.
- 8.3. Complaints will be investigated by a delegated authority with consultation with other colleagues as appropriate. Complaints may be referred to relevant University colleagues in the Academic School/ Institute or Directorate within the University.
- 8.4. If any complaints take the shape of an admissions appeal, it will be at the discretion of the Director of Admissions or delegated authority to address the complaints under the formal appeals procedure above.
- 8.5. Complaints logged will be monitored by the Director of Admissions or delegated authority, who is responsible for recommending changes or taking other action in light of the nature of complaints received.
- 8.6. An applicant who submits a complaint will not be discriminated against in any stage of the admissions process, no matter the outcome or nature of the complaint.
- 8.7. Decisions confirmed on an Admission complaint, following full investigation, are final and concludes the complaint review process.

9. Confirmation and Clearing Appeals

- 9.1. During the main undergraduate Confirmation and Clearing period (defined as when the UK A-levels results are released in August) and late postgraduate

application or confirmation decision period (, defined as applications or results received 2-6 weeks before the start date of the course) there is a modified appeals process in effect.

Admission Appeals timeline and supporting evidence:

- 9.2. Applicants who wish to submit a formal appeal, **other than a fee status appeal**, must submit a written, formal appeal within **4 working days** of the decision on the application to be considered. The appeal should outline the:
- a. grounds under which the decision is being appealed,
 - b. evidence of the grounds for appeal, such as medical certificates
 - c. informal appeal measures already taken and evidence to back up claim (if applicable)
 - d. .
- 9.3. All formal appeals should be sent to adm-mgrs@qmul.ac.uk
- a. The Director of Admissions or delegated authority may liaise with the academic School as necessary as part of the appeal consideration.
 - b. The Director of Admissions or delegated authority will endeavour to inform the applicant of the appeal outcome or next steps in the appeal process in writing within 5 - 7 working days of receipt of appeal.
- 9.4. Confirmation and Clearing appeal decisions, made by the Director of Admissions or delegated authority, are final and there is no recourse to further appeal

10. Associated information

- 10.1. Applicants with appeals or complaints about university fee status assessment can find further information about the process on the admissions webpages.
<https://www.qmul.ac.uk/undergraduate/offerholder/policies/feestatus/>.
- 10.2. Clarification on Queen Mary Admissions position on Extenuating Circumstances can be found on
<https://www.qmul.ac.uk/postgraduate/taught/applyfortaughtprogrammes/> and
<https://www.qmul.ac.uk/undergraduate/apply/how-to-apply/>
- 10.3. Applicants and students are required to adhere to Queen Mary Policies and procedures, timelines and General Terms and Conditions of their proposed or current study at the University. These include, but are not limited to policies within [policy zone](#)

11. Review

- 11.1. This policy will be reviewed annually.
- 11.2. Minor updates to this policy that do not affect the rules, principles or intent of this

policy may be approved by Policy Scrutiny group on behalf of the Education Quality Standards Board.

Policy Information and Document Control

Policy title	<i>Admission Appeals and Complaint Policy</i>
Related policies and procedures	<i>Suite of Admission Policies – policy zone</i>
Related documents	<i>Policy zone</i>
Approval level	<i>Policy Scrutiny Group Education and Quality Standards Board</i>
Approval date	<i>July 2027</i>
Effective date	<i>September 2027 for the academic year September 2027/28</i>
Next review due	<i>March 2030 (and every 3 years thereafter)</i>
Policy owner	<i>Director of Admissions</i>
Policy contact	<i>Deola Popoola & Aisha Plentie</i>