

UCFB



Admissions Policy - Appendix A

Version 1.0

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Appendix A

Complaints and Appeals Process

1. Background

- 1.1. Buckinghamshire New University have a Student Complaints Procedure which applies specifically to Partner institutions such as UCFB. This procedure suggests that complaints are dealt with by UCFB in the first instance.
- 1.2. This document maps out the initial complaints and appeal procedure which UCFB will follow upon receipt of any complaint relating to the Marketing, Recruitment and Admissions Department.
- 1.3. In all cases, UCFB will aim to resolve appeals and complaints internally. In cases where the complaint relates to Bucks New University or external agents, relevant colleagues may be consulted to assist with the resolution.
- 1.4. Whilst this document maps out UCFB's complaints & appeals process, it does not replace, overrule or cancel out any Bucks New University policy or procedure, nor does it limit your right to submit a complaint via Bucks New University.

1.5. What is a complaint?

- 1.5.1. A complaint can be made in any case where you feel that you have received an unsatisfactory service from the UCFB Marketing, Recruitment and Admissions department and wish for this to be investigated. This includes complaints regarding (but not limited to):
 - The accuracy or quality of information provided in person, on the phone, online or in printed material.
 - The service provided by UCFB at internal or external events including UCAS Fairs, UCFB Open days, UCFB taster days, school visits or campus visits.
 - The accuracy or quality of information, advice or guidance provided in relation to admissions, scholarships, entry requirements or other related advice.
 - Any other area where you feel that the Marketing, Recruitment & Admissions team has failed to provide a satisfactory level of service.

1.6. What is an appeal?

- 1.6.1. An appeal can be made in any instance where a formal application decision has been made to you following your application or results.
You may decide to make an appeal if you think the admissions decision you have received is unfair, discriminatory or biased. This includes appeals regarding (but not limited to):
 - Application decisions
 - Offer conditions
 - UCFB Assessment procedures.
- 1.6.2. The appeals process may also be used in cases where you feel you have received an unfair decision regarding (but not limited to):
 - Scholarship & Bursary Applications
 - Fee status assessment decisions

1.7. What is not covered by this process?

- 1.7.1. This complaints procedure does not apply to any registered student of UCFB. Registered students wishing to submit a complaint or appeal regarding Marketing, Recruitment and Admissions should contact the UCFB Student Services department who provide pastoral care to all students and will look

to resolve any complaints with the relevant department.

2. Complaints and appeal process

- 2.1. All complaints and appeals should be submitted via email to UCFB via complaints@ucfb.com. You will receive an initial response within 48 hours to confirm receipt of your complaint.
- 2.2. Complaints will initially be dealt with by the relevant departmental manager who will review the case in consultation with appropriate senior colleagues.
- 2.3. In the majority of cases, a response will be received by you via email within 20 days to address your complaint and provide an official response from UCFB.
- 2.4. Complaints of a sensitive nature or relating specifically to a departmental manager will be handled directly by the Head of Global Marketing and Recruitment who will investigate and review your complaint.
- 2.5. In any case where the nature or scope of the complaint requires further time, UCFB will notify you and provide a provisional timeframe for you to receive a formal response.
- 2.6. Should UCFB require further information from you in order to investigate your complaint, the 20 day period will begin from the point that all required information has been received from you by UCFB.
- 2.7. Complaints received by UCFB will be stored internally in a Customer Relationship Management (CRM) system. This record will be visible only to UCFB Senior Management and will not be shared with any internal or partner institution colleague, unless deemed necessary for the resolution of the complaint.
- 2.8. Should you wish to nominate a third party to represent you (e.g. your parent or guardian) UCFB will require written permission from you allowing us to release your personal information and details to this person.

3. Complaint resolution

- 3.1. It is UCFB's intention that any complaint or appeal will be resolved within the stated timeframe and to the satisfaction of all parties.
- 3.2. In the event that you are unsatisfied with the response, or the manner in which your complaint has been handled, you will have the opportunity to ask UCFB to investigate your complaint further.
- 3.3. Your complaint will be passed to the UCFB Principal who will review the initial complaint, the complaint handling procedure and UCFB's response to you. UCFB will look to provide a response within 20 days of receipt and will inform you should there be any changes to this timeframe.
- 3.4. Should the Principal find that your complaint has been mishandled by the Marketing, Recruitment and Admissions department or find any deficiency in the response or process followed, you will be contacted directly to inform you and to propose a resolution to your complaint.
- 3.5. If the UCFB Head of Quality finds that a fair and satisfactory process has been followed, the response to your complaint will be upheld and no further action taken.
- 3.6. As a partner institution of Bucks New University, UCFB are bound by the Bucks New University complaints handling procedure. In the event that you feel that this complaint procedure has not been handled correctly or resolved, the next course of action would be for you to submit a formal complaint with Bucks New University by emailing resolution@bucks.ac.uk.

Complaints Flow Chart

