

LYCEUM CAMPUS REGULATION ON ADMISSIONS COMPLAINTS AND APPEALS PROCEDURE

The complaints process and appeals procedure for applicants is outlined below. Applicants will not be disadvantaged in any way because they have used the procedure

Complaints

A complaint is defined as a specific concern relating to the service or facilities offered by a member of the Admissions Office.

The Campus will respond to all complaints received from applicants.

An applicant wishing to register a complaint must do so in writing. The applicants should contact the Head of Admissions. Complaints must be received within the admission cycle in which the application is being made. The applicant must provide the following information:

- **Name and address**
- **Student identification number**
- **The grounds for the complaint**
- **The remedy which the applicant considers appropriate**

All relevant information must be included at the time of submission of the complaint.

The letter of complaint must be signed by the applicant themselves. Complaints from third parties are not considered unless written authorization has been received from the applicant.

The applicant receives a letter from the Registrar acknowledging receipt of the complaint within five working days.

The complaint is investigated by the Head/ Student Services and the complainant receives a written response within 10 working days of receipt of the complaint.

Should the applicant wish to pursue the complaint after the written response is received applicant must write to Registrar explaining the reason for their dissatisfaction. The decision of the Council is final and is communicated to the applicant within 10 working days.

Appeals

Applicants may appeal against an admissions decision only if the appeal relates to:

- **procedural irregularity--- considered not to have adhered to the procedures**
- **emergence of new information---new information has emerged which was not available at the time of application and which may alter the decision. The reasons why this information was not available at the time of application must be given.**
- **evidence of discrimination or bias**

Appeals will only be considered where they have been made within 15 working days of the decision that the appeal is being made against being received. Appeals should be made in writing and will only be considered when received by the applicant.

Applicants wishing to appeal against an admissions decision should contact the Head/Admissions.

The applicant must provide the following information:

- **name and contact details**
- **student identification number**

The grounds for appeal:

- **how procedures were not followed and/or**
- **what new information should be considered and the reason why this was not available at the time of the application and/or**
- **details of discrimination or bias at the time of application**

All relevant information must be included at the time of the submission of the appeal.

The applicant will receive an acknowledgement of their appeal within five working days of receipt.

The appeal is considered against the allowable criteria by the Head/Admissions.

The applicant will be informed of the outcome of their appeal within 20 working days of the receipt of the appeal. The outcome of this is final.

If for any reason the investigation continues beyond this deadline the applicant is informed of the reason for the delay and when a decision can be expected.

Category	Administration & Management
Type	Regulation
Approved By	President
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Last Approved Revision	
Sponsor	Registrar
Responsible Officer	Deputy Registrar