



Appendix B: Example template applicant complaints and appeals form

October 2015

This form is only for the purpose of submitting a formal complaint or appeal in accordance with the **University's/College's** Applicant Complaints and Appeals Policy [<link to website>](#). Please read this policy before submitting the form as we may be unable to consider an inappropriate or incomplete submission.

If you have any queries concerning the completion or submission of this form, please contact the **Head of Admissions/ relevant contact** [<link to e-mail or other contact details>](#).

Surname	
First name(s)	
UCAS Personal ID: <i>(if appropriate)</i>	

Contact details (if different to those on the application or if an application has not been sent yet)

e-mail	
Mobile phone	
Telephone (daytime)	
Address and post code	

Please tick one only

I wish to complain about a procedural error, irregularity or maladministration in the admissions procedures or policies.	
or	
I wish to appeal against a decision made on my application	

Please provide details of your complaint or appeal below
(continue on separate sheets if necessary)

Are you attaching any additional documentation?		Y/N
If yes, please list		
Have you already discussed your complaint or appeal informally with a member of University/ College staff?		Y/N
If yes, please provide details <i>(continue on separate sheets if necessary)</i>		

If you have any specific resolution in mind, please indicate your desired outcome(s) below. Please note any expression of preferred outcome will not prejudice our consideration of your complaint or appeal.

(continue on separate sheets if necessary)

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Declaration:

I confirm that the above details and any attached documentation is a true reflection of events to the best of my knowledge and that it does not contain any false or fraudulent information. I agree to the investigating officer on behalf of the **University/College** sharing details of this case, including information from my application, with other persons as part of any investigation and to retain a record of that investigation, in accordance with the **University's/College's** Applicant Complaints and Appeals Policy.

signed		date	
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Please send this form and any additional documentation to:

<name, title and contact details>

You should normally expect a response within **7 days** of sending this form, although this may take longer over some holiday periods. If you have not received a response within a reasonable time, please contact the above person for an update.