



Office of Admissions

Appeals and Complaints Procedure for Applicants

1 General principles

- 1.1 The International Faculty is committed to operating a high quality admissions service which is fair, efficient and transparent.
- 1.2 We aim to handle appeals and complaints in a way that:
 - encourages informal resolution;
 - is fair and efficient;
 - is sensitive to, and understanding of, the concerns of applicants;
 - allows for the greatest degree of confidentiality, involving only those who need to be part of the resolution process.
- 1.3 Appeals and complaints are handled separately from the application for entry. An appeal or complaint made in good faith will not prejudice the International Faculty's opinion of you or our assessment of current or future applications. It is important to note that most appeals and complaints are resolved amicably and without recourse to the formal stage of the procedure.
- 1.4 Appeals and complaints may be submitted by an individual applicant but not by a third party (school, parent or other representative), unless the third party has the explicit consent from the applicant to act on their behalf.
- 1.5 We are only able to consider appeals or complaints relating to applicants, i.e. those who have submitted a formal application to the International Faculty. We cannot consider appeals or complaints about responses to general enquiries prior to or outside the application process.

2 Scope of the Procedure

- 2.1 This procedure concerns admissions decisions only. Admissions decisions are defined as decisions relating to the academic selection of candidates for entry to the International Faculty and the terms on which candidates are selected, including the assignation of fee status and tuition fee. Admissions decisions do not involve setting the level of the tuition fee, determining arrangements for paying the tuition fee, awarding funding or allocating accommodation.
- 2.2 This procedure is relevant to applicants applying for entry to courses where the admissions regulations and selection procedures are the sole responsibility of the International Faculty.
- 2.3 The Appeals and Complaints Procedure cannot be used where our decision resulted from a failure on your part to fulfil academic or non-academic requirements for admission.

Appeals

- 2.4 For the purposes of this procedure, an appeal is defined as a request by an applicant for a formal review of the outcome of an admissions decision.



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- 2.5 You may appeal an admissions decision by the International Faculty if you feel that the International Faculty did not appropriately consider your application in accordance with the Student Admissions Policy and other published procedures, or that it did not take account of all the information provided in the application.
- 2.6 You may not appeal against an admissions decision based on the academic judgement of International Faculty staff about your suitability for entry to a particular course. Academic judgment is defined as a judgment where only the opinion of an academic expert is sufficient to decide on the matter in question. Academic judgment is not involved in determining: the fairness of procedures; whether procedures have been correctly interpreted; what the facts are; the appropriateness of the Faculty's communications; whether an opinion has been expressed outside the area of an academic's competence; the way the evidence has been considered; or whether there is evidence of bias or maladministration.
- 2.7 In order for issues to be dealt with and if necessary rectified in a timely manner appeals should normally be received by the Admissions Office no more than 30 working days after the issuance of the admissions decision that is being appealed.

Complaints

- 2.8 For the purposes of this procedure, a complaint is defined as an expression of dissatisfaction about:
- the International Faculty and/or departmental admissions policies and procedures which have been used to reach an admissions decision;
 - the actions, or the lack of actions, by the Faculty or its staff.
- 2.9 A complaint will not result in the amendment of an admissions decision.

3 The Procedure

3.1 Feedback – Stage 1

If you are unhappy with an Admissions decision, or with the way your application has been handled, in the first instance you should seek feedback from the Admissions Office for the course to which you have applied (please see the International Faculty's Student Admissions Policy).

3.2 Formal Appeal/Complaint – Stage 2

- 3.2.1 If you are not satisfied with the feedback provided by the International Faculty, you can appeal an Admissions decision or submit a complaint using our Appeals and Complaints form (*provided at the end of this document*) or by stating that you are appealing/complaining under Stage 2 of the International Faculty's Admissions Appeals and Complaints Procedure.
- 3.2.2 We will acknowledge receipt of your request for an appeal or complaint within 3 working days.



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- 3.2.3 If you request a review of an Admissions decision through an appeal, the process will be led by the Head of Academic Services, or nominee, who will review the available application and decision-making information with the relevant academic department.
- 3.2.4 We will aim to respond within 15 working days of receipt of the appeal. If a delay is anticipated in responding within the above timescale, we will inform you in writing of the progress being made towards the consideration of your appeal.
- 3.2.5 If your appeal is upheld, the International Faculty will take such reasonable action as is appropriate and you will be informed of the outcome. If your appeal is not upheld, we will communicate the reasons for the decision to you in writing.
- 3.2.6 If you submit a complaint, the Head of Academic Services, or nominee, will investigate it, seeking relevant information from the academic department or other parts of the International Faculty as appropriate, and from yourself if necessary.
- 3.2.7 In making a complaint, you should provide the following information:
- the nature of, and reasons for, your complaint, giving as much detail as possible;
 - any steps you have already taken to resolve the matter, if appropriate;
 - details of any response you have received to date and a statement as to why the response(s) is not satisfactory;
 - an indication of the outcome you are seeking.
- 3.2.8 We will aim to respond within 15 working days of receipt of the complaint. If a delay is anticipated in responding within the above timescale, we will inform you in writing of the progress being made towards the consideration of your complaint.
- 3.2.9 If your complaint is upheld, the International Faculty will take such reasonable action as is appropriate and you will be informed of the outcome. If your complaint is not upheld, we will communicate the reasons for the decision to you in writing.

3.3 Case Review – Stage 3

- 3.3.1 Following Stage 2, if you are not satisfied with the decision taken in respect of your appeal or complaint, you may wish to request a Case Review. You may only request a Case Review on one or more of the following grounds:
- i. that there was a material procedural irregularity which rendered the process leading to the decision taken in respect of your appeal or complaint unfair;
 - ii. that material which you could not reasonably have been expected to produce at the time of the decision taken in respect of your appeal or complaint casts substantial doubt upon the appropriateness of that decision;
 - iii. that the decision taken in respect of your appeal or complaint was manifestly unreasonable.
- 3.3.2 The request for a Case Review must be made within 10 working days of the full written response provided in relation to the Stage 2 appeal or complaint, although the Principal may



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extend this time limit. Case Reviews can be requested by submitting a Case Review Request form (available to download from:

<https://citycollege.sheffield.eu/frontend/article.php?aid=3623&cid=425&t=Student-Complaints>).

3.3.3 Your request will be considered by the International Faculty's Principal who may decide:

1. to uphold the complaint;
2. to establish a Case Review Panel;
3. that the matter should be referred for consideration in line with another University procedure;
4. that there are insufficient grounds to take further action, thus concluding the consideration of the matter under these procedures.

3.3.4 You will be notified of the Principal's decision in writing within 28 working days (of the receipt of the request). If this is not possible, you will be informed in writing of the progress being made towards the consideration of your request for a Case Review. Where a department or service has provided written comments in response to your request for a Case Review, a copy of those comments will normally be sent to you at the time the decision is notified.

3.3.5 A Case Review Panel will comprise the Principal, an International Faculty's Officer, and another member of the International Faculty.

3.3.6 You will be informed of the membership of the Case Review Panel, and the procedure to be followed, at least 14 working days in advance of the review date.

3.3.7 The review will be conducted in private and all relevant facts will be taken into consideration. You may attend and be accompanied by a friend or representative who may speak and act on your behalf. You may request any person to give evidence on your behalf and members of staff named in a complaint, or their representative, will also be invited to make their case to the panel. A secretary will be appointed to take notes of the meeting.

3.3.8 You will be notified of the decision of the Case Review Panel in writing. If the complaint is upheld you will be informed of the action to be taken to resolve the matter. If it is not upheld, then you can expect to be given an explanation.

4 Unacceptable behaviour

The International Faculty may exceptionally terminate or suspend consideration of an appeal or complaint where an appellant or complainant's behaviour is unacceptable or disruptive, for example where aggressive or unreasonable demands are made or where repeated representations are made on matters which have already been considered under these procedures.



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5 Monitoring, review and approval of the Appeals and Complaints Procedure

- 5.1 Without breaching confidentiality, all formal appeals and complaints submitted under the International Faculty's Appeals and Complaints Procedure for Applicants are monitored, as is the action taken to rectify any practice deemed inappropriate.
- 5.2 The International Faculty's Appeals and Complaints Procedure for Applicants is reviewed annually.

6 Contact information

Admissions Office
The University of Sheffield International Faculty
CITY College
24, Proxenou Koromila str., 546 22
Thessaloniki Greece
admissions@citycollege.sheffield.eu



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Admissions Appeals and Complaints Form

This form is for the submission of appeals or complaints relating to admissions to the University of Sheffield International Faculty CITY College. Before completing this form, please refer to our Appeals and Complaints Procedure for Applicants, which is available to download from (https://citycollege.sheffield.eu/frontend/article.php?aid=3864&cid=435&t=Admission-Policies&chlang=GR_EN).

Your appeal/complaint should be submitted to the Admissions Office, The University of Sheffield International Faculty CITY College, 24, Proxenou Koromila str., 546 22, Thessaloniki Greece.

Please note that you may not appeal against an admissions decision based on the academic judgement of University staff about your suitability for entry to a particular course.

Section 1 – Personal information

This section is for the personal and contact details of the person making the appeal/complaint.

Title	
Name	
Surname	
Address	
Postcode	
Telephone number	
Email address	

Section 2 – Application information

This section is for the details of the application concerned in the appeal/complaint. If the person appealing/complaining is not the same as the applicant, please note that we will not be able to process the case without written evidence of the applicant’s full consent.

Title	
Name	
Surname	
Date of birth	
Applicant number	
Course title	

I am the applicant concerned in this appeal/complaint

I am not the applicant concerned in this appeal/complaint, but I have their written consent and this is enclosed with this form



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Section 3 – Appeal/Complaint

Please tick one box only

I wish to make a formal appeal

An appeal is a request for a formal review of the procedures followed and the information considered in the making of an admissions decision. You may not appeal against the academic judgement of international Faculty staff about your suitability for entry to a particular course.

I wish to make a formal complaint

A complaint is an expression of dissatisfaction about the nature of International Faculty and/or departmental admissions policies and procedures, or about the actions, or lack of actions, of the International Faculty or its staff.

Section 4 – Details of appeal/complaint

Please provide details of your case. You can use additional sheets if necessary.



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Section 5 – Desired resolution

Please tell us how you would like the University to resolve your appeal/complaint.

Section 6 – Enclosures

Please provide details of any documents enclosed in support of your appeal/complaint.

Section 7 – Previous action

Please provide details of any action you have already taken to attempt to resolve the matter informally. You should normally have sought feedback in accordance with point 3.1 of the Appeals and Complaints Procedure for Applicants before completing this form.

Section 8 – Declaration

I believe that the above information is accurate. I confirm that details of this appeal/complaint can be passed on to the relevant members of International Faculty's staff for comment and consideration.

Signed..... Date.....