



LIVERPOOL
HOPE
UNIVERSITY

Est. 1844

Applicant Appeals and Complaints Procedure

Responsibility for Policy:	Head of Admissions
Approved by and date:	
Frequency of Review:	Every Five Years
Next Review date:	2026
Related Policies:	
Minor Revisions:	1 st February 2021; cosmetic changes to reflect appeals against CAS request decisions made by the Compliance Review Panel. 6 th June 2026; Update to job titles; Head of Admissions & Pro Vice Chancellor (Marketing, Recruitment & Admissions), Director of Governance and People Services
EIA:	

1. Introduction

At Liverpool Hope University we are committed to the provision of high quality, fair and transparent admissions procedures and to consider all applications in line with the University Recruitment and Admissions Policy. If applicants have cause for concern about the way their application has been handled, they must use these procedures to inform us of their concerns.

2. Typical Reasons for not being offered a Place

In the main an applicant will be unsuccessful in being offered a place at the University if they either do not meet (or are not likely to meet) a specific entry requirement or do not (or are not likely to) achieve the published standard entry requirements. Unsuccessful applicants are therefore encouraged to check the University's website for details of both standard and specific entry requirements before requesting any feedback or lodging an appeal or complaint.

3. Appeals

An Appeal is a formal request for reconsideration of a decision of an application, usually where the decision has been not to offer a place. Appeals will normally be allowed only if there is evidence of a material irregularity in the decision-making process. Applicants have no right of appeal against a decision not to offer them a place at the University on academic grounds. Due to the level of competition for places, particularly for selective programmes of study, there will inevitably be occasions when an applicant is disappointed with a selection decision. Providing that the decision can be shown to have been reached fairly and in accordance with the University's published selection criteria and follows the guidelines within the Recruitment and Admissions Policy, the decision will not be overturned.

4. Appeals Process

The following process should be followed.

- a. Before deciding whether or not they have grounds for an appeal, an applicant should seek feedback initially from the Admissions Team [or the Research Support Officer in the case of applications for admission to research degrees or the International Student Compliance Officer for CAS issues]. In cases where there has been pertinent information missing from the application form this will allow the opportunity for the appeal to be resolved informally.
- b. Appeals must be received within 10 working days of an applicant being notified of their non-selection or unsuccessful CAS request.
- c. The Appeal should be submitted in writing to the Head of Admissions, Liverpool Hope University, Hope Park, Liverpool, L16 9JD, or by email to admission@hope.ac.uk, stating clearly the grounds for appeal and outline the case in full making clear what corrective action is being sought.
- d. Applicants will be informed in writing of the outcome of the appeal within 10 working days and given an explanation for the decision. If the Head of Admissions rejects the appeal the applicant may, within 10 working days, appeal further to the Pro Vice Chancellor (Marketing, Recruitment & Admissions), stating why the Head of Admissions decision is not seen as appropriate. The PVC will normally reply within 10 working days. The decision of the PVC is final and there is no further right of appeal.
- e. Appeals against the outcome of CAS applications should be submitted by email directly to the Pro Vice Chancellor (Marketing, Recruitment & Admissions), c/o studentimmigration@hope.ac.uk stating clearly the grounds for the appeal and an outline of the case.

5. Complaints

A Complaint is an expression of dissatisfaction with admissions procedures and their implementation or about actions or lack of actions by the University or its staff. Applicants have a right to complain if they believe that the service provided through the admissions process has not met the appropriate standards of if they believe that a procedural irregularity has affected their decision.

Complaints may be made by individual applicants or by groups of applicants; they may not be made by a parent, school or any other third party.

6. Complaints Process

The following process should be followed.

- a. The University believes that in most cases complaints are best dealt with informally between the applicant and the person whose actions or lack of actions has given rise to the complaint. Applicants are therefore encouraged to contact the Admissions Team [or the Research Support Officer in the case of applications for admission to research degrees] if they have a grievance, and to discuss the circumstances leading to their dissatisfaction.
- b. If it does not prove possible to satisfactorily deal with the complaint on an informal basis, or if the applicant feels unable to approach directly the person against whom they are making a complaint, the applicant should write to Head of Admissions, Liverpool Hope University, Hope Park, Liverpool, L16 9JD, or by email to admission@hope.ac.uk, stating clearly the grounds for complaint and outline the case in full making clear what corrective action is being sought.
- c. The Head of Admissions will investigate the complaint and aim to submit in writing either a response or an interim response within 10 working days of the receipt of the complaint. At certain times of the year it may prove difficult to provide a full response within 10 days at which point the applicant shall be informed in writing of the projected timescales for the receipt of a full response.
- d. If the Head of Admissions rejects the complaint the applicant may, within 10 working days, appeal further to the Pro Vice Chancellor (Marketing, Recruitment & Admissions), stating why the Head of Admissions decision is not seen as appropriate. The PVC will normally reply within 10 working days. The decision of the PVC is final and there is no further right of appeal.

7. Possible Outcomes of Appeals and Complaints

- a. An appeal or complaint may be rejected as not constituting a clear case in relation to potential grounds as outlined above.
- b. If it is accepted that there is cause for an appeal or complaint, the application would be reconsidered via due process, and the response from the Head of Admissions or Pro Vice Chancellor (Marketing, Recruitment & Admissions) will either, as appropriate, include the final selection decision or indicate when that decision would be made.
- c. If, at any stage of the complaint's procedure, it is deemed that the matter about which the complaint has been made might amount to misconduct by a member of staff, then the Director of Governance and People Services will be informed and a decision taken as to whether Disciplinary Action is necessary.