



# Oakswood College

Empowering Through Education



## Admissions Appeal

### *Complaint Form*

PROMOTING EXCELLENCE • ENSURING COMPLIANCE  
SUPPORTING OUR COMMUNITY



GOVERNANCE



QUALITY



COMPLIANCE



EXCELLENCE

[www.oakswoodcollege.co.uk](http://www.oakswoodcollege.co.uk)



Oakwood College  
Empowering Through Education



Oakwood College  
Empowering Through Education

*(Trading name of Oakwood Group Ltd)*

## Admissions Appeal/Complaint Forms

*This form is only for the purpose of submitting a formal admissions complaint or appeal at either Stage 1 or Stage 2, in accordance with [Oakwood College's Admissions Appeals and Complaints Policy & Procedure](#). Please ensure that you read the Policy & Procedure before completing and submitting this form. Please contact: 07340180156 with any queries.*

*Please complete this form either electronically or, if handwriting, please complete in block capitals:*

### Applicant Details (to be completed whether you are making a Stage 1 or Stage 2 submission)

Surname:	
First name:	
Contact address:	
Contact e-mail(s) address:	
Contact telephone number:	
Date of Birth:	
Programme applied to:	
Expected start of programme (e.g. September 2017):	
UCAS/Applicant No:	

Reference no. (if applicable)	
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**Third party authorisation (if applicable – please also complete the relevant section on page 2 of this form regarding third party liaison)**

Name, email and telephone number of third party to be liaised with and relationship to applicant:	
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### THIRD PARTY LIAISON: Contact details

Where an admissions appeal or complaint is submitted by, or involving a third party (such as a parent, teacher, agent, adviser, referee or sponsor), the College needs to understand whether there is a request to communicate directly with that party in issuing the Stage 1 or Stage 2 Outcome, or in providing any updates in respect of expected timelines, or in making requests for further information/clarifications). The College also reserves the right to liaise directly with that party to investigate the matter fully and fairly.

**If a third party is submitting this Stage 1 or Stage 2 admissions appeal/complaint on behalf of the applicant, the applicant must be copied in via email.**

The third party's full contact details (name, role, organisation, email and phone), along with the specific preferences of the applicant, must be provided below.

Name of Third Party:	
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Relationship to Applicant:	
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**APPLICANT TO COMPLETE: Please tick the relevant box below to clarify how the College should liaise with your named third party:**

I, the applicant, request that I am liaised with directly but my named third party is copied in.	<input type="checkbox"/>	I, the applicant, request that Oakwood College liaises directly with my named third party in respect of this submission.	<input type="checkbox"/>
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### THIRD PARTY TO COMPLETE:

I CONFIRM that I have express written permission from the applicant to liaise with Oakwood College in respect of this Stage 1 or Stage 2 (as applicable) submission:	<input type="checkbox"/>
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SIGNATURE OF THIRD PARTY:	
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DATE: (DD/MM/YYYY)	
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- ***If you are making a Stage 1 Appeal / Complaint, please complete all of the Stage 1 Section of this form including the respective grounds.***
- ***If you are making a Stage 2 Appeal / Complaint, please proceed to page 6 of this form and complete all of the Stage 2 Section of this form, including the respective grounds.***

## **Making A Stage 1 Admissions Appeal/Complaint:**

### **IMPORTANT INFORMATION AND GUIDANCE**

You are advised to read through the Admissions Appeal and Complaints Policy and Procedure before making a submission, as it contains important information about how your complaint/appeal will be handled and respective timeframes.

These procedures have two stages, and you should clearly indicate on this form which stage you are lodging your admissions complaint or appeal.

You can reuse your Stage 1 Admissions / Appeal

#### **To make a Stage 1 admissions appeal or complaint, you must submit:**

- A completed Admissions Appeal/Complaint Form
- Any supporting evidence (*this should be listed in the relevant section of this form*)

If you have any queries about your Stage 1 submission, please contact [complaints@oaksgroup.co.uk](mailto:complaints@oaksgroup.co.uk)

**PLEASE PROCEED TO THE NEXT PAGE OF THIS FORM TO COMMENCE COMPLETION OF YOUR STAGE 1 SUBMISSION.**

## STAGE 1 APPEAL / COMPLAINT

### STAGE 1 APPEAL

STAGE 1 APPEAL	
I am lodging a Stage 1 APPEAL on the following ground(s):	<i>Please tick all grounds that apply:</i>
1a) That there is evidence of significant administrative or procedural error in the admissions process	
1b) That there is evidence of prejudice or bias in the selections process	
1c) That there is additional relevant information which was for valid reasons unable to be included in the original application, and which warrants further consideration of the application	

### STAGE 1 COMPLAINT

STAGE 1 COMPLAINT	
I am lodging a Stage 1 COMPLAINT on the following ground(s):	<i>Please tick all grounds that apply:</i>
1d) That there is evidence of significant administrative or procedural error in the admissions process	
1e) That there is evidence of prejudice or bias in the selections process	

### STAGE 1 Summary Details *(please complete as many details of the boxes below as possible)*

**Date of incident:**

**Date of Admissions Decision (DD/MM/YYYY):**

**Any brief relevant summary information you wish to draw to our attention** (please note you are asked to provide a full statement of your Stage 1 appeal/complaint further on in this form):

**STAGE 1 STATEMENT OF APPEAL / COMPLAINT**

*In making a STAGE 1 appeal / complaint, your statement should include:*

- *Confirmation that you are making your appeal/complaint under **Stage 1***
- *A concise explanation of how you believe you meet the respective ground(s) under which you are making your complaint/appeal*
- *Whether you have attempted to informally resolve the matter(s) you are raising*
- *An explanation of why you believe the evidence you are submitting is relevant and supports your case*
- *Any resulting steps that have already been offered by the College or that the College has taken to resolve the matter*
- *Details of any responses you have received, clearly referencing any evidence you are supplying as part of your complaint/appeal*

*Please list all documentation enclosed with your Stage 1 submission (there is no minimum or maximum limit, please expand this table as necessary)*

**1. Documentation (expand as required)**

No.	Description

1.			
2.			
3.			
4.			
Date of incident:	__ / __ / ____	Date of admissions decision	__ / __ / ____

### STAGE 1 SUBMISSION COMPLETION AND DECLARATION

#### DECLARATION:

I confirm that the above details in my Stage 1 submission and any attached documentation are a true reflection of events to the best of my knowledge and that my submission does not contain any false or fraudulent information.

I agree to the Oakswood College Stage 1 Investigator sharing details of this case with relevant College staff, including information from my Stage 1 submission and application, as necessary as part of any investigation and to retain a record of that investigation, in accordance with the [College's Admissions Appeals and Complaints Procedure](#).

Name:

Signature:

Date of submission:

## STAGE 2 APPEAL / COMPLAINT

### Making A Stage 2 Admissions Appeal/Complaint:

#### IMPORTANT INFORMATION AND GUIDANCE

**To make a Stage 2 admissions appeal or complaint, you must submit:**

- A freshly completed **Admissions Appeal/Complaint Form**
- the original Stage 1 Admissions Appeal/Complaint form, together with any supporting evidence which was submitted for consideration with the Stage 1 submission *(ensure this is listed in the relevant Stage 2 section of this form)*
- The Stage 1 Outcome letter
- Any other new evidence which you wish to have considered as part of your Stage 2 admissions appeal/complaint *(ensure this is listed in the relevant Stage 2 section of this form)*

**Please complete all the requested information. Please note that incomplete or late submissions will not be considered unless there are exceptional circumstances.**

### STAGE 2 APPEAL OR COMPLAINT

*(Please note the grounds at Stage 2 of the procedure are the same, regardless of whether you have submitted an appeal or a complaint)*

I am lodging a Stage 2 APPEAL		I am lodging a Stage 2 COMPLAINT	
<b>I am making my Appeal/Complaint on the following ground(s):</b>			<i>Please tick all grounds that apply:</i>
2a) That there is evidence of significant administrative or procedural error in the processing of the Stage 1 complaint or appeal			
2b) That there is evidence of prejudice or bias in the handling of the Stage 1 complaint or appeal process			
2c) That there is additional relevant information which was for valid reasons unable to be included in the original			

application, and which warrants further consideration of the application	
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**Summary Details** *(please complete as many details of the boxes below as possible)*

<b>Date of incident:</b>	
<b>Date of Admissions Decision:</b>	
<b>Date Stage 1 Complaint / Appeal was lodged:</b>	
<b>Date of Stage 1 Complaint / Appeal Outcome Letter:</b>	
<b>Stage 1 Outcome (<i>Upheld/Not Upheld</i>):</b>	
<b>Any brief relevant summary information you wish to draw to our attention</b> (please note you are asked to provide a full statement of your Stage 2 appeal/complaint further on in this form):	

*Please list all documentation enclosed with your Stage 2 submission (there is no minimum or maximum limit)*

**Documentation** *(expand as required)*

No.	Description		
1.			
2.			
3.			
4.			
<b>Date of incident:</b>	<b>___ / ___ / ___</b>	<b>Date of admissions decision</b>	<b>___ / ___ / ___</b>

*On the next page, you are asked to provide your statement of appeal/complaint, followed by a clear indication of your desired outcome/resolution. Please read the guidance below:*

**If you are making a *STAGE 2* appeal/complaint, your statement should include:**

- *Confirmation that you are making your appeal/complaint under **Stage 2** of the College's Admissions Appeals and Complaints Policy & Procedure*
- *A concise explanation of how you believe you meet the respective ground(s) under which you are making your complaint/appeal*
- *Any steps taken to resolve the matter*
- *A statement of why you feel the Stage 1 response(s) is/are unsatisfactory*
- *An explanation of why you believe the evidence you are submitting is relevant and supports your case*
- *Details of any responses you have received, clearly referencing any evidence you are supplying as part of your complaint/appeal*

**STATEMENT OF STAGE 2 APPEAL/COMPLAINT:**

*Please write a statement describing the issue(s) of complaint/appeal. Please refer to the guidance on the previous page of this form when completing your statement.*

*Expand the box as necessary; there is no word or character limit.*

**Desired outcome(s):**

*(Please specify your desired outcomes or resolutions to your complaint/appeal, expanding the box as necessary)*

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**STAGE 2 SUBMISSION COMPLETION AND DECLARATION**

**DECLARATION:**

I confirm that the above details in my Stage 2 submission and any attached documentation are a true reflection of events to the best of my knowledge and that my submission does not contain any false or fraudulent information.

I agree to the Oakswood College Stage 2 Reviewer sharing details of this case with relevant College staff, including information from my Stage 2 and Stage 1 submission and my application, as necessary as part of any investigation and to retain a record of that investigation, in accordance with the College's [Admissions Appeals and Complaints Procedure](#).

**Name:**

**Signature:**

**Date of submission:**