



Oakswood College

Empowering Through Education



Admissions Appeals & Complaints

Policy

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Oakwood College

Empowering Through Education

(Trading name of Oakwood Group Ltd)

Admissions Appeals & Complaints Policy & Procedure

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A) Admissions Appeals and Complaints Policy

NOTE:

THIS POLICY AND PROCEDURE DOES NOT APPLY TO APPLICANTS WHO WISH TO APPEAL OR COMPLAIN ABOUT AN ADMISSIONS DECISION RELATING TO A PROGRAMME OF HIGHER EDUCATION DELIVERED BY OAKSWOOD COLLEGE THAT LEADS TO AN AWARD FROM BUCKINGHAMSHIRE NEW UNIVERSITY (BNU). THOSE APPLICANTS SHOULD FOLLOW THE ADMISSIONS APPEALS AND COMPLAINTS PROCEDURES SET OUT IN THE [BNU ADMISSIONS POLICY](#).

THIS POLICY AND PROCEDURES APPLIES TO ALL OTHER APPLICANTS WHO HAVE APPLIED FOR A PROGRAMME OF STUDY WITH OAKSWOOD COLLEGE.

General principles

- 1.1 A key part of the mission of Oakswood College is ensuring that individuals can access high quality education irrespective of background or personal circumstances, and we apply rigorous admissions principles, criteria and procedures to ensure that not only are they the right candidates for the College, but that the College is right for an applicant. This naturally means that some applications to a course of study with Oakswood College will be unsuccessful, and we understand that an applicant may wish to lodge an appeal or complaint against the admissions process. This policy sets out the procedures by which an applicant may lodge a formal appeal or complaint against a decision regarding admission to a course of study at Oakswood College, and the principles and rules via which the College.
- 1.2 Applicants are strongly encouraged to discuss the matter with peers, parents, advisors, teachers or tutors for support and guidance before deciding to lodge an appeal or complaint, and to consider whether matters might reasonably be informally raised with Institution ahead of submitting a formal Stage 1 admissions complaint or appeal.
- 1.3 In the event that an admissions appeal or complaint at any stage of the procedures under this policy results in an applicant becoming a student of Oakswood College, the applicant/student will not suffer any detriment as having made an admissions appeal/complaint in good faith. No applicant will be treated less favourably or with discrimination as a result of lodging an appeal or complaint under these procedures. However, where the College (including an officer acting on its behalf as set out above) deems that an appeal or complaint has been made in bad faith, or is frivolous or vexatious, we reserve the right to terminate consideration of the appeal or complaint immediately. Applicants will be informed in writing of the decision to terminate consideration of an appeal or complaint, including the reason(s) why.

1.4 In accordance with the Principles of the UUK Fair Admissions Code of Practice (2026)¹ regarding minimising barriers and addressing inequalities for applicants, in considering an admissions appeal/complaint at any stage of these procedures the College will consider an applicant's context and whether they may have, or are likely to have, faced any systemic or structural barriers in the course of their application and/or the admissions process.

Informal resolution before formal procedure

1.5 Some issues may be able to be resolved amicably via an informal query, and it is reasonable to expect that applicants should make an attempt to resolve queries and concerns informally before proceeding to a formal admissions appeal or complaint.

1.6 To raise a query or concern informally concerning an admissions decision, applicants should email at complaints@oaksgroup.co.uk in the first instance. Where concerns or queries regarding an admissions decision are not explored informally with the College before an applicant submits an admissions complaint or appeal, the College will normally endeavour to seek an informal resolution before embarking upon the formal procedures set out in this document.

1.7 Notwithstanding the above, the procedures set out in the second part of this document are to be followed in the event that an applicant submits a formal appeal or complaint. The Oaksgroup College formal admissions appeal and complaint procedure contains 2 stages:

Stage 1: Formal Stage

Stage 2: Request for Review Stage

External Officers in the conduct of these procedures

1.8 Where appropriate and/or necessary, Oaksgroup College may engage External Officers (independent individuals with specialist expertise) to support the procedures under this Policy, avoid any potential conflicts of interest (e.g. where procedural independence may be compromised), and/or for procedural advice and guidance. This may mean that an External Officer may as necessary fulfil a procedural role (for example, investigating a Stage 2 formal admissions appeal/complaint, chairing or being a member of a Panel), or be confidentially consulted with for an independent perspective. This includes procedures where normally the applicable Policy indicates an individual will be a member of College staff.

1.9 The College has these arrangements in place because fairness, transparency and integrity underpin and centre of all Oaksgroup College policies and procedures as a core principle. To ensure that we consistently achieve this, we will where appropriate involve individuals in our processes and procedures who have appropriate higher education expertise and contextual understanding and who are fully independent of the College. This benefits applicants and

¹ See <https://www.universitiesuk.ac.uk/what-we-do/policy-and-research/publications/fair-admissions-code-practice> for information.

students by providing assurances against bias and prejudice, and giving independent oversight of our procedures and processes.

- 1.10 Where External Officers are engaged by Oakwood College, as well as ensuring that cases are managed appropriately and in line with our policies and procedures, we work with these individuals beyond the conclusion of individual cases to review and assure the proper functioning of the procedures and identify any enhancements. This quality assurance and oversight also helps us to ensure fairness and reasonableness and maintain and enhance quality.
- 1.11 No proceedings under this or any other College policy shall therefore be invalidated by virtue of the involvement of an individual who is not a member of Oakwood College staff, provided they have been formally appointed in accordance with the terms of any relevant Joint Working Agreement or, where applicable, with the terms of the respective Policy where this sets out a particular nominations process for the appointment/involvement of individuals external to the College.

1 Data Processing and Confidentiality

- 2.1 Any appeal and/or complaint received under these procedures will be treated confidentially, and only personnel requisite to the consideration and/or resolution of the complaint or appeal will be made party to it. This may include staff in the College to which an applicant has applied, or external staff as outlined in Section 1 of this Policy. To ensure the full and proper consideration of an admissions appeal or complaint at either Stage 1 or Stage 2, an appeal and/or complaint received under these procedures may as necessary be shared with External Officers who have relevant expertise and/or authority.
- 2.2 Oakwood College will treat all admissions appeals and complaints received under these procedures with confidentiality and sensitivity. Any personal data involved will be processed in accordance with the General Data Protection Regulations 2018 (GDPR) and the Data Protection Act 2018, and with the Institution Data Processing Statement, which can be found at the following link: <https://oakwoodcollege.co.uk/policies.html>
- 2.3 For data contained within, or relating to, an Admissions Appeal and/or Complaint submitted under this Policy, the College will only share your data with third parties in accordance with our policy on data protection where the law either requires or allows us to do so, or where we have your express consent. Third parties does not include External Officers, who, if engaged, are considered as needing the same access to data as a College employee for the purposes of ensuring the procedures under this policy are conducted fairly and properly.
- 2.4 The College will retain data submitted with Stage 1 and Stage 2 admissions appeals and complaints for monitoring and assurance purposes. Formal Stage 1 and Stage 2 admissions appeals and complaints records will be retained by the College in accordance with our Data Processing Statement and Data Retention Schedule.

2.5 Statistical data arising from Stage 1 and Stage 2 admissions appeals and complaints will be anonymised and reported normally on an annual basis to the College's Board of Governors and Academic Board. Anonymous insights and information from individual cases may be shared with these bodies for monitoring and assurance purposes.

2 Definitions

Admissions Appeals

3.1 An **Admissions appeal** is defined as a request for a formal review and reconsideration of an admissions decision, or the wording/terms/conditions of an offer. An appeal may relate to the following decisions within the application process:

- The decision to interview/hold a structured meeting
- The decision to make an offer
- The content of the offer
- The decision to reject on exam results.

Admissions Complaints

3.2 An **Admissions complaint** is defined as a specific concern related to a procedural error, irregularity or maladministration in the admissions procedures or policies. This could involve concerns around a procedural error, irregularity or maladministration in the admissions process.

3 Outcomes

4.1 It is essential that the College understands an applicant's desired outcome(s) of a complaint or appeal. Careful consideration will be given to the feasibility and appropriateness of a requested resolution/outcome in the event of a successful complaint or appeal at either Stage 1 or Stage 2.

4.2 Notwithstanding this, where a Stage 1 or Stage 2 admissions complaint or appeal is upheld, the investigating officer/reviewer will determine the most appropriate outcome and this may not necessarily be the desired outcome expressed by the applicant.

4.3 After carrying out the review, and taking all relevant facts into consideration, the investigating officer/reviewer will determine whether to uphold the complaint or appeal. They will provide the applicant with a reasoned decision in writing for her/his findings, and where appropriate will offer a remedy and/or make recommendations in respect of changes to internal processes and procedures in response to the complaint/appeal. Examples of outcomes of successful appeals or complaints are:

- A formal apology;
- A fresh interview or structured meeting, without prejudice, either in the current round (if possible) or in a subsequent year, including moving a candidate to a later stage in the recruitment process where possible;
- A conditional offer of a place (subject to meeting any conditions within a specified timeframe before a place can be confirmed);
- A refund for costs incurred as a result of procedural or administrative error on the part of the College where those costs otherwise would not have been incurred;

4.3 The above list is not exhaustive; investigating officers and reviewers of admissions appeals and complaints have the discretion to determine the most appropriate outcome(s) following consideration and/or review.

4.4 Applicants should be aware that where the offer of a place on a course of education with Oakwood College is made in the event of a successful appeal or complaint, this will be subject to the College’s requirements (which include adherence to the relevant validating body of the award that the course leads to). This means that in the event the outcome of an appeal/complaint under this Policy results in a place being offered, this will be offered at the next available opportunity and may not necessarily occur within the year pertaining to the application.

4.5 However, there may be occasions where an applicant meets the grounds for an appeal or a complaint to be upheld, but despite this the College is not satisfied that the applicant is suitable for admission to the programme. In this event, other appropriate means of resolution will be sought, which may in exceptional circumstances include a full or partial refund of any fees and/or costs incurred by the applicant as a result of making their application. The reasons why the applicant is not considered suitable for admission to the course will be communicated in the Stage 1 and/or Stage 2 Outcome letter, as applicable.

4 Key operational principles

Timescales

5.1 All timescales set out in this policy are calendar days, unless otherwise stated.

5.2 The following timescales should be followed by applicants and the College in the operation of the procedures under this Policy (please see Part B: Admissions Appeals and Complaints Procedure) of this document for details on how to raise a concern/query at the informal stage, and how to make a Stage 1 or Stage 2 submission):

Stage of Procedure	Applicant submission deadlines	College response deadlines
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Informal stage	Issues should be raised normally within 21 days of the incident/issue arising.	The College will normally acknowledge an informal query within 3 working days , unless circumstances prevent it from doing so, and will aim to fully respond normally within 10 working days.
Stage 1: Formal Admissions Appeal / Complaint	A Stage 1 admissions complaint or appeal should be submitted normally within 28 calendar days of either the admissions decision or of the incident occurring, under the relevant Stage 1 ground(s) of appeal/complaint.	Stage 1 outcome letter will be sent to the applicant normally within 28 calendar days of the date of receipt of the Stage 1 complaint/appeal by Oakwood College.
Stage 2: Request for Review of a Stage 1 Admissions Appeal / Complaint Outcome	A Stage 2 request for review should be submitted within 14 calendar days of the date of the Stage 1 outcome letter, under any or all of the Stage 2 grounds.	The final decision of Oakwood College on the matter will be issued in writing in a Final Decision Letter, normally within 21 days from the date of receipt by the College of the complete Stage 2 submission.

Late issues raised informally under this policy

5.5 Where a matter is raised informally later than 21 days of the incident/issue occurring (which can if relevant include a formal decision on an application), Oakwood College shall determine whether or not the matter has been raised within a reasonable timeframe, taking account of the circumstances concerned. Where the College determines that a matter raised informally outside the procedural 21-day deadline and has not been raised within a reasonable timeframe, the College will not consider the issue unless it is satisfied that there is good reason to do so (e.g., if the applicant has had difficulty contacting the College but has made reasonable efforts to do so).

Late Stage 1 or Stage 2 submissions

5.6 Stage 1 submissions received outside of the 28 day timeframe, and Stage 2 submissions received outside of the 14 day timeframe, will be considered late by the College. Late submissions must be accompanied by an explanation in writing (via email) setting out the reason(s) why the submission was unable to be made on time.

5.7 Late submissions will not normally be accepted, and will only be considered in exceptional circumstances (e.g. where an applicant can demonstrate to the satisfaction of the College that there are valid reasons why they were unable to meet the normal timescale for submitting an appeal or complaint), at the discretion of the Head of Admissions & Registry, or other relevant senior member of staff nominated by the CEO.

Issues raised informally

5.8 Issues raised informally under this policy with the College will not be deemed to constitute a Stage 1 Admissions Complaint or Appeal.

5.9 Where an issue has been raised informally by an applicant and the normal procedural timescales for resolving the matter have not been met for any reason on the part of the College, this will be taken into account in the event that a Stage 1 Admissions Appeal or Complaint is not submitted within the normal Stage 1 28-day procedural timescale as a result.

Submitting a Stage 1 or Stage 2 admissions appeal / complaint

5.10 In all circumstances, candidates should use the Admissions Appeal & Complaint Form to make both a Stage 1 and a Stage 2 submission under this Policy. Submissions made not using the form at either stage will not normally be accepted for consideration.

5.11 Candidates can make a submission of both an admissions complaint and appeal simultaneously using the same form, as applicable and relevant to their case.

Incomplete Stage 1 or Stage 2 submissions

5.12 Complaints or appeals that are incomplete (for example, submissions that do not indicate the grounds upon which the appeal/complaint is being made, miss personal contact details, or do not confirm the desired outcome sought) will normally be terminated by Oakwood College without consideration.

Final Decision Letter (Stage 2 Outcome Letter)

5.13 The final decision of Oakwood College on the matter will be issued in writing in a Final Decision Letter, **normally within 21 days from the date of receipt by the College of the Stage 2 Outcome Letter and case.**

5.14 Whilst Oakwood College will endeavour to ensure that the above timescales are adhered to for responding, there may be occasions where the investigation of a complaint or consideration of an appeal prevent the timescale from being met, including requiring further information from the applicant. In this instance, the applicant will be kept updated as to the status of their appeal or complaint as necessary.

5 Eligibility

Third party submissions on behalf of an applicant

6.1 An admissions complaint or appeal should normally be submitted by the applicant. Appeals or complaints made on behalf of the applicant by parents, representatives, their school/college or another third party will only be considered in exceptional circumstances where there are clear and valid reasons for doing so (e.g. as a reasonable adjustment in the event of a disabled applicant, or where the applicant is a minor), and where express permission has been granted in writing by the applicant.

6.2 Where express permission has not been granted in writing by the applicant, the College will seek this before proceeding to consider any informal queries, or a Stage 1 or Stage 2 admissions complaint or appeal. This may cause a delay in the respective timescales for consideration. Where express written permission from the applicant is not obtained by Oakswood College at any stage in the process, the College will terminate consideration of the complaint/appeal.

Admissions appeals and complaints relating to criminal records

6.3 Applicants who wish to make a complaint or an appeal pertaining to a decision to withdraw or amend a provisional offer of a place to study with the College following a review of any relevant criminal record/conviction, should use this procedure.

Admissions Appeals and Complaints eligibility

6.4 **Institution does not deem the following appeals and complaints to be eligible for consideration:**

- Appeals and complaints which do not meet either of the grounds² stated in either Stage 1 or Stage 2 of this admissions procedure;
- Appeals and complaints which are materially incomplete or submitted beyond the respective deadlines for Stage 1 or Stage 2;
- Appeals and complaints made anonymously;
- Appeals and complaints made against an admissions decision that are based on the academic judgement of College staff about an applicant's suitability for entry to a particular course of study;
- Appeals and complaints made due to failure on the applicant's part to fulfil academic or non-academic requirements for admission;
- Appeals and complaints made purely on the basis of disagreement with the admissions decision;
- Appeals and complaints based on challenges to the judgement of selectors in relation to the academic and/or non-academic section criteria for courses;
- Appeals and complaints which are frivolous or vexatious, or made in bad faith.

Examples of frivolous or vexatious appeals and complaints include the following:

- (a) appeals and complaints which are obsessive, harassing, or repetitive;
- (b) appeals and complaints where an applicant insists on pursuing appeals and/ or complaints already deemed by Institution to be non-meritorious;
- (c) appeals and complaints where an applicant seeks, or persists in seeking, unrealistic and/or unreasonable outcomes;

² See Sections 3 and 4 of the Admissions Appeals and Complaints Procedure for the Stage 1 and Stage 2 grounds of complaint and appeal.

- (d) pursuing what may be meritorious appeals and/or complaints in an unreasonable manner, including unacceptable, harassing, malicious or offensive communications;
- (e) appeals and/complaints which are intended to cause offence, disruption or annoyance;
- (f) unreasonable demands for redress.

6 External advice

- 6.1 Once an admissions appeal or complaint has exhausted Stage 2 of the procedure, there are no further internal mechanisms for an admissions appeal or complaint to be considered.
- 6.2 Applicants are advised that the remit of the Office of the Independent Adjudicator for Higher Education (the ombudsman for student complaints) does not include admissions. However, should you wish to take your complaint further you are advised to consult your local Citizens Advice Bureau for advice on the legal avenues open to you, or the Competition and Markets Authority.

B) Admissions appeals and complaints procedure

7 Informal Stage

- 7.1 Some issues may be able to be resolved amicably via an informal query, and applicants are expected to explore their concern informally with Oakwood College to which they have applied before deciding to proceed with a formal appeal or complaint.
- 7.2 For informal queries about issues concerning an admissions decision, applicants should contact complaints@oakwoodgroup.co.uk
- 7.3 To raise and attempt to resolve an admissions appeal/complaint informally with the College, applicants should contact complaints@oakwoodgroup.co.uk normally within 21 days of the incident/issue of appeal/complaint arising.
- 7.4 Where a Stage 1 admissions appeal or complaint is submitted without any attempt at informal resolution of the issue(s) having been made by the applicant, the College will consider whether it is reasonable to reject the formal submission and attempt an informal resolution. Where this occurs, the applicant has the right to subsequently submit a fresh Stage 1 admissions appeal/complaint, without prejudice, in the event that informal resolution of the matter cannot be reached to their satisfaction.

8 Admissions appeals and complaints procedure – Stage 1: Formal Stage

Submitting a Stage 1 admissions appeal or appeal (Formal Stage)

8.1 Applicants can lodge a Stage 1 admissions complaint or appeal by completing the **Admissions Appeal/Complaint Form**, clearly marked as ‘Stage 1 Complaint or Appeal’ and submitting it via email to complaints@oaksgroup.co.uk within **28 calendar days of either:**

8.1.1 The date of the written admissions decision (i.e. The date of the email via which the admissions decision from the College was communicated), **or**

8.1.2 The date of the incident occurring, or

8.1.3 The informal resolution response from the College

8.2 All Stage 1 admissions appeals and complaints will be logged by Oaksgroup College and the Head of Admissions & Registry (or their nominee) will review the Stage 1 submission to check that it is in time and complete. Incomplete or late submissions will not be considered unless there are exceptional circumstances.

8.3 There are Stage 1 grounds of appeal, and Stage 1 grounds of complaint. All Stage 1 admissions appeals and complaints must clearly indicate the grounds upon which the appeal and/or complaint is being made. Where no grounds are indicated, the College will normally terminate the process and the appeal and complaint without consideration. The Stage 1 grounds can be found below:

Grounds of Appeal

Stage 1	Grounds under which a Stage 1 appeal may be made
a)	That there is evidence of significant administrative or procedural error in the admissions process
b)	That there is evidence of prejudice or bias in the selections process
c)	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

Grounds of Complaint

Stage 1	Grounds under which a Stage 1 complaint may be made
a)	That there is evidence of significant administrative or procedural error in the admissions process
b)	That there is evidence of prejudice or bias in the selections process

8.4 On receipt of a Stage 1 Admissions Appeal or Complaint, once they are satisfied the submission is complete, the Head of Admissions & Registry will determine the most

appropriate individual in the College (or, if appropriate, an External Officer as set out in Section 1 of this Policy) to act as the Stage 1 Investigator who will consider and investigate the complaint or appeal. Such determination will take into consideration the individual circumstances of the case and avoiding any possible conflicts of interest.

- 8.5 Due confidentiality will be maintained. However, applicants should note that it may be necessary for the Stage 1 Investigator to disclose the contents in full or in part of the Stage 1 submission to any relevant member of College staff in ensuring that they can fully their investigation.
- 8.6 To conclude this stage of the procedure, a Stage 1 Outcome Letter will be sent from the Stage 1 Investigator, normally within 28 calendar days of the date of receipt of the Stage 1 complaint/appeal.

9 Admissions complaints and appeals procedure - Stage 2: Request for Review

Submitting a Stage 2 admissions complaint or appeal – Request for Review

- 9.1 If an applicant is dissatisfied with the outcome of the admissions complaint or appeal, they may lodge a request for a review lodged **within 14 calendar days of the date of the Stage 1 outcome letter**, under any or all of the following grounds:

Stage 2	Grounds under which a Stage 2 appeal or complaint may be made
a)	That there is evidence of significant administrative or procedural error in the processing of the Stage 1 complaint or appeal
b)	That there is evidence of prejudice or bias in the handling of the first Stage 1 complaint or appeal process
c)	That there is additional relevant information which was for valid reasons unable to be included in the original application, and that sufficient evidence remains that the initial decision on the application warrants reconsideration

- 9.2 Applicants can lodge a Stage 2 admissions complaint or appeal by submitting the following:
- a freshly completed **Admissions Appeal/Complaint Form**, clearly marked as Stage 2 and any reference number provided on the Stage 1 Outcome Letter
 - the original submitted Stage 1 Admissions Appeal/Complaint form
 - the Stage 1 Outcome letter

The Admissions Appeal and Complaint Form can be downloaded from the above should be submitted to: complaints@oaksgroup.co.uk

- 9.3 All Stage 2 admissions appeals and complaints will be logged by Oakswood College and a member of College Admissions Staff (or their nominee) will review the Stage 2 submission to check that it is in time and complete. Incomplete or late submissions will not be considered unless there are exceptional circumstances.
- 9.4 On receipt of a Stage 2 Admissions Appeal or Complaint, Head of Admissions & Registry will either undertake an independent review of the appeal/complaint, or will nominate an alternative officer, normally another senior member of staff from Oakswood College not involved in the original admissions decision, or an External Officer in accordance with the College's arrangements for ensuring procedural integrity and fairness (as set out in Section 1 of this Policy), to undertake the review. This person is known as the 'Stage 2 Reviewer'.
- 9.5 In undertaking the review, the Stage 2 Reviewer will review the full submission and accordingly may contact staff, including the Stage 1 Investigator, for information. The Stage 2 Reviewer should be mindful that in the event of a successful appeal, the Final Decision on the case, and the Final Decision (Stage 2 Outcome Letter) should normally be reached within 28 days of the date the College receives the Stage 2 Request for Review. Where it is foreseeable that this timeframe may not be met, the applicant will be kept informed accordingly via email on the progress of their case together with indicative timeframes for when they should next expect an update.

Timeline for completion of the review of a Stage 2 Appeal/Complaint

- 9.6 The full conclusion of the Stage 2 Request for Review (including the Stage 2 Final Decision and Outcome) will normally be reached within 28 days of the date of receipt of the Stage 2 complaint/appeal and will be communicated in a Final Decision (Stage 2 Outcome) Letter.

Unsuccessful Stage 2 Request for Review

- 9.7 Where the Stage 2 Reviewer is not satisfied that the applicant has met any grounds for a Stage 2 appeal/complaint to be upheld, this will be the final decision of Oakswood College on the matter. This decision and the reasons for it will be communicated in the Final Decision (Stage 2 Outcome) Letter.
- 9.8 The Final Decision (Stage 2 Outcome) Letter will set out that the remit of the Office of the Independent Adjudicator for Higher Education (the ombudsman for student complaints) does not include admissions, and that should they wish to take their complaint further they are advised to consult their local Citizens Advice Bureau for advice on the legal avenues open to them, or the Competition and Markets Authority.

Successful Stage 2 Request for Review

- 9.9 Where the Stage 2 Reviewer is satisfied that one or more of the Stage 2 grounds are met, this constitutes a successful Stage 2 Request for Review. This does not necessarily mean that the applicant's desired outcome will be the Final Decision on the case. The Final Decision on the

case will be made by the College led by the Stage 2 Reviewer who will consult with key College staff as necessary in reaching the institution's decision about the final outcome, in accordance with the procedures below communicated in the Final Decision (Stage 2 Outcome) Letter.

- 9.10 A finding by the Stage 2 Reviewer that one or more of the above Stage 2 grounds are met will normally be communicated in the Final Decision Letter along with the overall outcome and the College's Final Decision on the appeal/complaint. However, at the discretion of the Stage 2 Reviewer 2 and depending on the timescale for completion of the College's overall consideration of the Stage 2 Admissions Appeal/Complaint, an Interim Stage 2 Outcome Letter may be issued.

Interim Stage 2 Outcome Letter

- 9.11 If an Interim Stage 2 Outcome Letter is issued, the Stage 2 Reviewer will communicate in writing to the applicant that the Request for a Review has successfully met the respective ground(s), and that the Final Decision is now pending. In this event, the Stage 2 Reviewer will give an indicative timeframe for when the applicant should expect to receive the Final Decision (Stage 2 Outcome) Letter.

Determination of Final Decision

- 9.12 Where one or more of the above Stage 2 grounds are met, the Stage 2 Reviewer will arrange a review of the case by the College which may as necessary include any members of the relevant admissions team and any other relevant key staff (e.g. academic staff, student support staff, programme leaders). The case will be forwarded to the review staff with any relevant recommendations arising from the review of the Stage 1 admissions appeal/complaint.
- 9.13 The College's review and consideration of its original admissions decision should address any recommendations made by the Stage 2 Reviewer, and determine an appropriate outcome. The reasons for the College's Final Decision will be provided in the Final Decision (Stage 2 Outcome) Letter.
- 9.14 Following the College's consideration of the case resulting from a successful Stage 2 Request for Review, the decision of Oakwood College as is set out in the Final Decision (Stage 2 Outcome) Letter, is final. There is no further internal right of appeal.
- 9.15 The Stage 2 Reviewer will issue the Final Decision (Stage 2 Outcome) Letter, a copy of which will be sent to any relevant staff as necessary for information, and held on the College's internal applicant record. This will be issued normally within 28 days of the date of receipt of the Stage 2 complaint/appeal. Where this timeline is not able to be met, the applicant will be notified along with an indication of when they should expect the Final Decision Letter.