

Admission Appeals and Complaints Policy

Document Summary

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Admissions Appeals and Complaints Procedure

This procedure is for applicants who have received a decision on their application but are not yet enrolled students. It is designed to be fair and transparent, in line with consumer protection laws and best practice guidelines.

1. What's the Difference?

A representation by an applicant against a part of the student admissions procedure can be one of two things:

- An appeal: A request to reconsider an admissions decision.
- A complaint: An expression of dissatisfaction with the admissions process or the way you were treated, even if the decision was favourable.

All participants in this process must be aware that the College must follow UK laws, including those relating to fair and accurate consumer information.

2. Admissions Appeals

If you want to challenge a decision, you must do so in writing to applications@citycollege.ac.uk within 10 working days of receiving your decision. Your appeal must state the grounds for the appeal and the remedy you are seeking.

There are three valid grounds for an appeal:

- Procedural Irregularity: The College did not follow its own published admissions procedure.
- New, Material Information: You have new, significant information that was not available at the time of your original application and which, if it had been known, would likely have led to a different decision.
- Demonstrable Bias or Prejudice: You can provide clear evidence of prejudice or bias that affected the decision.

An appeal is not an opportunity to provide new information that was available at the time of the application, or to simply express disagreement with an academic or professional judgment.

The Appeal Process

Your appeal will be handled as a complete reconsideration of your original application, taking into account the new information you have provided.

A team of at least two staff members, who were not involved in your original application, will review your case.

The team will review all application materials and your appeal documentation.

The Principal, Managing Director or Director of Student Records will communicate the College's final decision on the appeal to you within 15 working days of receipt. We will provide a clear reason for the outcome.

This decision is final within the College's procedures.

3. Admissions Complaints

If your issue is not an appeal against a decision but a complaint about the process, you should raise it as soon as possible. You should submit your complaint in writing, and it will be dealt with in line with our general complaints procedure for individuals who are not yet students. We will aim to resolve your complaint as quickly and fairly as possible.

4. External Review

As an applicant who is not a student, you cannot take a complaint to the Office of the Independent Adjudicator (OIA). The OIA's remit covers current or former students who were registered on a higher education course.

If your complaint is related to our compliance with consumer law—for example, if you believe the information we provided was misleading—you can report it to the Competition and Markets Authority (CMA) or the Office for Students (OfS), as they have an interest in these matters.

5. Further Information and Resources

For additional details on the regulations that inform this procedure, please refer to the following sources:

- Competition and Markets Authority (CMA): The CMA provides guidance on consumer protection law for students, ensuring that colleges provide accurate and fair information.
- [Link to CMA guidance for students](#)
- Office for Students (OfS): The OfS regulates higher education providers in England and can investigate issues related to consumer protection.
- [Link to OfS guidance on admissions](#)
- Office of the Independent Adjudicator (OIA): The OIA is the independent body that reviews student complaints, though its remit does not extend to admissions complaints from applicants.
- [Link to OIA's "Students" page](#)
- Pearson: As an awarding body for your Higher National qualifications, Pearson has specific requirements for centre administration and quality assurance.
- [Link to Pearson's BTEC Centre Guide](#)