

# IMPERIAL

## **Procedure for Dealing with Complaints by Applicants**

### **1. Introduction**

1.1. The university's mission is to maintain excellent standards of achievement in teaching and research and to attract and admit students of the highest calibre. Its international reputation relies on the people who make up its diverse and high-achieving community. Selection for entry is based on consideration of academic ability, motivation for study, interest in the subject area and the potential to benefit from the experience and to contribute to university life. The university receives a very large number of applications for every place and, as entry is so competitive, is unable to make every applicant an offer. The university strives to achieve a standard of overall administrative performance, in terms of service quality and operating efficiency, which complements and reinforces the excellence of its teaching and research. The university recognises, however, that, if applicants consider they have grounds for complaint about either academic or administrative services, a clear, consistent procedure should be available through which these complaints can be investigated and considered.

### **2. Scope of Complaints**

2.1. The academic opinion or professional judgment of those evaluating or making a decision on an application may not be challenged and is thus regarded as outside the scope of this complaints procedure.

2.2. Applicants may submit a complaint where:

- a) An offer of admission is believed to be incompatible with the typical, or range of typical offers made by the admitting department within that admissions cycle.
- b) They believe there was some procedural irregularity or administrative error in the way in which an application was processed by the College.
- c) There is evidence of bias or prejudice.

### **3. Timing of Complaints**

3.1. Complaints should be raised during the admissions cycle to which the complaint refers and within a reasonable timeframe, as outlined in section 4.4. Complaints made outside of this period may in exceptional circumstances be considered at the discretion of the university.

### **4. Stages of the Complaints Procedure**

4.1. There are two stages in the Complaints Procedure:

- a) Stage One: The complaint is submitted to the Head of Admissions.
- b) Stage Two: The complaint is submitted to the Chief Marketing and Recruitment Officer (or their nominee, normally the Director of Admissions and Data) who will investigate the complaint and propose its resolution.

4.2. It is envisaged that most issues will be resolved ahead of a formal complaint being made at stage one, with discussion between the applicant and the university. It is also envisaged that most complaints will be satisfactorily resolved at the first stage of the procedure, but the second stage is provided where this proves not to be possible.

4.3. Complainants are invited, from the outset of their action, to indicate what, if any, specific form of redress they are seeking, without prejudice to any final remedy which may be determined. Applicants are reminded that an informal resolution to their complaint is possible at any stage.

4.4. It is expected that complaints will be raised as quickly as possible. Where a complaint relates to a specific event, it should be raised within 10 days of that event.

4.5. The responsible authority for the relevant stage of the complaint will aim to provide a written response within 10 working days where possible. Depending on the nature of the complaint and the circumstances to be investigated, response times at each stage may take longer than 10 working days. In these circumstances the complainant will be notified of the reasonable timescale to respond to their complaint.

#### 4.6. Stage One

4.6.1. It is expected that, initially, every reasonable attempt will be made by the complainant to raise the complaint with the responsible individual, and that the responsible individual will make every reasonable attempt to resolve the complaint. If the complaint is not upheld at stage 1, then it will be the responsibility of the complainant to raise their complaint to stage 2 in a reasonable time frame (see 4.4).

#### 4.7. Stage Two

4.7.1. Where the complaint is not resolved at stage 1, the Registrar Chief Marketing and Recruitment Officer (or their nominee) will investigate the complaint and seek to bring it to resolution. At this stage, the complainant is required to provide written details of the complaint in the form of a letter to the Chief Marketing and Recruitment Officer (or their nominee). A written reply will normally be given within 10 working days where possible, of the complaint being raised at the second stage. This may or may not be the final response from the Chief Marketing and Recruitment Officer (or their nominee), depending on the level of investigation required. The Chief Marketing and Recruitment Officer (or their nominee) may choose to meet with the complainant, the responsible individual and the responsible authority before attempting to conclude the matter. The applicant's letter of complaint and the Chief Marketing and Recruitment Officer's (or their nominee) response will be kept on record.

### 5. Principles of the complaints procedure

5.1. It is the intention of the university that no applicant should be discriminated against or in any way penalised for raising a complaint at any level of the Complaints Procedure. However, a complainant's behaviour during any complaint proceedings are still considered within the scope of 'applicant conduct' as outlined in the relevant Admissions Policies.

5.2. The applicant will be kept informed of the progress of the complaint and any unforeseen delays will be communicated.

5.3. At all stages of the process, when a complaint is not upheld, reasons shall be given to the applicant.

5.4. Where a complaint is upheld as valid, any remedial action will be taken, and the complainant will be informed by the Head of Admissions or Chief Marketing and Recruitment Officer (or their nominee). If appropriate, any incidental expenses incurred by the complainant will be reimbursed.

5.5. In keeping with the Human Rights Act 1998, should the applicant wish, details of the final outcome of a complaint will be posted on the relevant departmental noticeboard.

5.6. The Chief Marketing and Recruitment Officer (or their nominee) shall prepare each year a report on the complaints brought to Stage Two of the Procedure, using the information arising from complaints which will be filed within MORA. In doing so, the confidentiality of individuals will be preserved. The report shall be presented via the University's appropriate governance structure, ending at the university's Senate.

5.7. The College recognises the rights of individuals who may be wrongly accused in the circumstances of a complaint. In the case of a complaint by a current student applying for another programme, where it is found that they have raised a frivolous or vexatious complaint or used false information, the university may use its Disciplinary Procedure or take appropriate action under the Applicant Conduct principles in respect of the student or applicant's conduct.

5.8. A complaint submitted by a third party on behalf of another may in exceptional circumstances be considered by the Chief Marketing and Recruitment Officer (or their nominee).

## 6. Conduct of the complaints procedure

6.1. Applicants seeking authoritative guidance concerning the applicability and operation of the Procedure should apply to the Chief Marketing and Recruitment Officer (or their nominee). Where appropriate, members of the university will facilitate access to information and documents material to a complaint, whilst having due regard for privacy, confidentiality and the reasonable interests of other applicants and any third parties. Where any meeting is held at which the complainant will be present, he or she is entitled to be accompanied by a 'friend' (this may be a parent, teacher or other representative, but should not be a legal advisor acting in a professional capacity).

## **Document Control**

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