

Admissions Complaints and Appeal Procedure

Policy Owner	Head of Learning and Quality
Policy Approver(s)	M.Ost Programme Committee and Academic Board
Related Policies	Admissions Policy
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The following procedure is designed for use by applicants of the European School of Osteopathy.

A complaint is defined as the expression of a specific concern about the provision of a service, in this case Admissions, by the European School of Osteopathy (ESO).

The ESO aims to deal openly, fairly and effectively with any comment or complaint about services, and to offer an appropriate remedy to any applicant who is adversely affected by a service which fails to deliver to the ESO's standards.

The ESO is committed to maintaining an effective procedure to allow all members of its community to make legitimate complaints. This document provides details of the School's complaints procedure for applicants who wish to make a complaint.

1. Informal Complaint

- 1.1. The School strongly encourages the informal resolution of complaints at the earliest opportunity and before this formal procedure is required. This initial informal stage should normally involve a discussion directly with the relevant member(s) of staff or with the most immediate supervisor or manager.
- 1.2. The intending complainant should attempt to resolve the matter informally as soon as possible. Where no informal resolution can be achieved, the intending complainant may choose to progress their complaint by using the Formal Complaints Procedure

2. Formal Complaint Procedure

- 2.1. In order to lodge a formal complaint, the intending complainant should send written details to the Head of Learning and Quality (HoLQ) at the European School of Osteopathy.
- 2.2. The HoLQ will confirm to the applicants receipt of the letter within seven days of its receipt
- 2.3. Having considered the complaint the HoLQ will contact the Admissions Officer and request a response within fourteen days. If the applicant wishes the complaint to remain anonymous this will be respected wherever this is feasible and acceptable
- 2.4. Copies of the initial complaint and the Admissions Officer's response will be immediately forwarded to Members of a Standing Panel
- 2.5. This Panel will be composed of three members of the Academic Board. A chairperson shall be designated from amongst the Panel and the Panel will establish

whether a case for the complaint exists. The Panel will have the discretion to deal with complaints in face to face encounters, by correspondence or by any medium it chooses

- 2.6. The Panel members shall meet and produce a response within ten days of receipt of the material from the HoLQ. The applicant and the Admissions Officer will have access to all relevant documentation relating to the complaint
 - 2.7. At the Panel meeting the applicant and the Admissions Officer may also be present. The applicant may be accompanied by a colleague, but the Panel must be informed of the status of the person beforehand. The meeting may proceed in the absence of the applicant.
 - 2.8. The written response of the Panel outlining the action to be taken will be forwarded to the Admissions Officer as well as to the applicant. The decision of the Panel is final
3. Appeal Procedure for Application Outcome
- 3.1. The following procedure is designed for use by applicants to the European School of Osteopathy, who wish to appeal against the judgement of the school regarding the application.
 - 3.2. There is only one ground for appeal and that is that a mistake has been made in the processing of the application. Appeals against academic judgement will not be allowed.
 - 3.3. In order to lodge a formal appeal, the intending complainant should put in writing a clear case outlining where the error has been made in processing their application.
 - 3.4. The letter should be submitted to the Academic Registrar within fourteen working days of the receipt by the intending complainant of the judgement via UCAS
 - 3.5. Receipt by the Academic Registrar of the letter will be acknowledged in writing to the applicant within seven working days;
 - 3.6. The appeal will be considered by an Appeals Panel composed of three members of the Academic Board. A chairperson shall be designated from amongst the Panel;
 - 3.7. The Appeal Panel will base its decision on the evidence of the Appellant's submission and the testimony of the Admissions Officer;
 - 3.8. The Appellant will have the right to request a hearing by the Appeals Panel and the panel shall have the discretion whether or not to grant such a request. If a request to appear in person is granted, the Appellant shall be informed of the time and the date of such a hearing and that he/she may be accompanied by a colleague, but the Panel must be informed of the status of the person beforehand;
 - 3.9. The decision of the Appeal Panel shall be conveyed to the Academic Registrar and thence to the Appellant;
 - 3.10. The Appeal Panel may take either of the following decisions:
 - 3.10.1. That the appeal be rejected and no further action be taken;
 - 3.10.2. That the matter be referred back to the Admissions Team with recommendations;
 - 3.11. The decision of the Appeal Panel shall be final and the matter is closed. There will be no further discussion either with the Appellant or any other person;
 - 3.12. If the matter is referred back to the Admission Team above, a full report shall be sent by the Chair of the Appeals Panel to the Admissions Team
 - 3.13. The decision of the Admissions Team on whether or not any change be made to the original judgement concerning the application, shall be conveyed to the Chair of the Appeals Panel and shall be final.