

Applicant Appeals and Complaints Policy

Approved by:	Effective date:	Next review:
	1 October 2025	1 October 2026

Policy guidance statement

This policy is for applicants to Canterbury Christ Church University who wish to appeal a decision which is taken as part of their Admissions process and/or those who wish to complain about the service offered to them as an applicant.

At Canterbury Christ Church University, we are committed to transforming individuals, creating knowledge, enriching communities, and building a sustainable future. We value the development of the whole person, respecting and nurturing the inherent dignity and potential of each individual.

Our admissions process is designed to be inclusive, welcoming applicants from diverse backgrounds and experiences. The University is committed to delivering a high quality admissions process in line with our [Admissions Policy](#).

Who needs to know about the policy?

- Applicants
- Existing students applying for a new course
- Admissions Teams and their managers
- Advisers
- Academics
- Educational Representatives
- Partner providers
- Marketing & Communications
- Global Engagement Office
- UK Partnerships and Apprenticeships Unit

Purpose of the policy

This policy provides a framework for how the University will consider applications and interact with applicants, and intends to give applicants an overview of what they can expect during the admissions process.

Canterbury Christ Church University are a signatory of the [Fair Admissions Code of Practice](#) and the [Agent Quality Framework](#). The University will adhere to the business rules and admissions principles of external application systems, such as the University and College Admissions Service, the Department for Education's Apply service for postgraduate teacher training courses and the Clearing House for the Doctorate in Clinical Psychology.

Contacts

The University's Admissions teams are responsible for:



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- Providing advice and assistance
- Guidance and templates
- Accessing training

The contact details for Admissions can be found at <https://www.canterbury.ac.uk/about-us/contact-information-and-locations/key-contacts>

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1. Scope

1.1. This policy applies to all applicants have applied to Canterbury Christ Church University and:

- 1.1.1. would like to appeal a decision the University has made in relation to their application. An appeal is a formal review of the outcome of an admissions decision based on grounds of procedural error.
- 1.1.2. would like to submit a complaint about any aspect of their experience of applying to the University. It is usually an expression of specific concern about action or lack of action by, or on behalf of, the University or about the standard of service provided.
- 1.1.3. the University will not consider appeals or complaints from third parties, unless the applicant has given written consent for the University to correspond with a specific and nominated contact, or has written and evidenced legal authority to deal with matters on their behalf.
- 1.1.4. anonymous complaints will limit the scope of the investigation that can be undertaken by the University.

1.2. This policy will not apply to students who are currently registered with the University, except where they have submitted an application for a new or alternative course.

2. Admissions Appeals

2.1. Appealing an unsuccessful or rejection decision.

Decisions on whether or not to offer a place will be made in line with the University's [Admissions Policy](#).

- 2.1.1. An applicant may appeal the University's decision not to offer a place on the chosen course and/or point of entry where there has been an administrative error or a material mistake in the decision-making process or where the applicant provides the University with significant new information, and this information was not available to the University when the initial decision was made.
- 2.1.2. An appeal will only be considered if it is submitted by email to Admissions within 15 working days of the initial decision being communicated to the applicant directly by email from the University. If the decision was communicated by an external Admissions system, such as the University and Colleges Applications Service (UCAS) or DfE Apply then the 15 working day period will begin once the decision has been communicated to this Admissions Service.

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- 2.1.3. The new information submitted by the applicant will be considered by an Admissions Manager and the outcome will be communicated by email within 15 working days from receipt. .

2.2. Appealing a fee assessment decision

Fee assessment decisions are made in line with the fee regulations set by the Department for Education:

[The Higher Education \(Fee Limit Condition\) \(England\) Regulations 2017](#) (S.I. 2017 No.1189), as [amended](#), which provide mainly for undergraduate courses

[The Education \(Fees and Awards\) \(England\) Regulations 2007](#) (S.I. 2007 No.779), as [amended](#), which provide for postgraduate courses

The UK Council for International Student Affairs (UKCISA) publish helpful information to aid understanding of these regulations. Applicants appealing a fee assessment decision will find it helpful to reference the UKCISA guidance for [Higher Education in England](#).

- 2.2.1. Appeals will only be considered where there has been an administrative error or a material mistake in the decision-making process or where the applicant provides the University with significant new information, and this information was not available to the University when the initial fee assessment decision was made.
- 2.2.2. An appeal will only be considered if the applicant submits the new evidence in writing to Admissions before the applicant has started the University's registration process.
- 2.2.3. The new information submitted by the applicant will be considered by an Admissions Manager and the outcome will be communicated by email within 15 working days from receipt.

2.3. Appeal against a decision not to issue a Confirmation of Acceptance for Studies (CAS)

The University will consider the [Immigration Rules](#) and [Student Sponsor Guidance](#) when making the decision to issue a CAS for an applicant to apply for a student visa. Applicants may wish to consider UKCISA's [visa and immigration pages](#) for further guidance on Student Route sponsorship and visa applications.

- 2.3.1. The University will not consider appeals against a decision not to issue a CAS where:
- this is based on the outcome of a pre-CAS (credibility) interview undertaken or reviewed by the University, or
 - the University has determined that it is too late for a CAS to be issued to the student in time for the start of the course, or

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- the University no longer has available CAS¹ to issue to applicants

Where an applicant has been refused a CAS and there is still time for the applicant to apply for their visa, the University will provide advice in writing to confirm the information required. This information needs to be submitted before any deadlines given by the University.

3. Complaints

The University is committed to providing a fair, transparent and high-quality Admissions service for all applicants. Occasionally, our service may not be as hoped for, and the University welcomes feedback from applicants about this.

- 3.1. Applicants can submit a complaint about any aspect of the handling of their application, either by Canterbury Christ Church University, a collaborative partner, or educational representative.
- 3.2. Complaints must be made by email to the Director of Admissions, within 15 working days of the action (or lack of). If it is not possible for the Director of Admissions to provide a full response within 15 working days then the applicant will be contacted to confirm the new reasonable timescale that will apply and the reasons for this.
- 3.3. If the applicant wishes to request a review of the response from the Director of Admissions, then they need to request this in writing within 15 working days of receiving the response to their complaint. This review will be conducted by the Academic Registrar.
- 3.4. The Academic Registrar will provide a response within 15 working days. If it is not possible for the Academic Registrar to provide a full response within 15 working days then the applicant will be contacted to confirm the new reasonable timescale that will apply and the reasons for this..
- 3.5. The response from the Academic Registrar will be final.

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Document information	Description of document information
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