

Admissions Complaints Procedure

Introduction

1. Christie's Education is committed to good practice in admissions and to ensuring applicants are provided with a fair, transparent and inclusive admissions process.
2. Most complaints can be resolved through informal channels. Details of how to follow the informal procedure are supplied within this document. However, if you feel that you cannot resolve your complaint through informal channels, Christie's Education will treat it seriously and impartially, on the basis set out in this document.
3. These guidelines explain how Christie's Education deals with complaints about procedures involved in the admissions process.
4. Applicants who believe that they have reason to appeal a decision made on their application should refer to the Admissions Appeal Procedure.

What kind of complaints can be considered?

5. A complaint is normally a specific concern related to a procedural error, irregularity or administrative error in the application process. Complaints can cover a wide range of issues including the way in which an application has been handled, the outcome of the selection, fee classification, or the way in which an applicant has been interviewed. A complaint will be dealt with flexibly, quickly and as close as possible to the point in time at which it arises

What kind of complaints cannot be considered?

6. Appeals against academic judgement (the outcome of degree examinations or assessments) and appeals against disciplinary decisions cannot be considered and are covered by separate procedures.
7. Anonymous complaints will not be considered. In general, those about whom complaints are made have a right to know what is being claimed and who is making a complaint. Where a complaint is made in writing, a copy will normally be supplied to any person or persons who are named in the complaints. Applicants will not be discriminated against or suffer recrimination as a result of making a complaint
8. Claims for financial compensation will not be considered.

We aim to handle complaints in a way that:

9. encourages informal conciliation
10. is fair and efficient

11. treats complaints with appropriate seriousness, sympathy and confidentiality
12. facilitates early resolution

Your obligation

13. Christie's Education is committed to resolving complaints as promptly as possible. However, an applicant making a complaint should be aware of his/her responsibilities in responding in a timely fashion to Christie's Education's communications about the complaint.
14. An applicant must clearly outline the nature of their complaint providing specific information about where they feel Christie's Education has not provided a satisfactory service.
15. Applicants must clearly outline what kind of resolution they are seeking.

Complaints Procedure

16. This procedure outlines a number of simple routes to be used by any applicant depending on the seriousness of the complaint. A complaint is defined as relating to the services offered by Christie's Education, the administrative or interview process, or actions or behaviour of a member of staff involved in the admissions process.
17. This Complaints Procedure covers both the informal and formal stages in handling a complaint.

Informal Procedure

18. Most complaints can be resolved satisfactorily at this stage.
19. The informal procedure will normally involve direct communication between the applicant and the Recruitment and Admissions Department. A note of relevant details and dates will be made.
20. The applicant should normally raise his/her concerns with the Admissions Department within 10 working days of the actions (or lack of actions) that prompted the complaint. Correspondence can be made either verbally or in writing and must outline the nature and detail of his/her complaint. The applicant should also clearly state what resolution the applicant is seeking. The applicant should quote their full name on all correspondence, and include details of the programme applied for, date of interview (if applicable), and any other information that they consider pertinent to the complaint.
21. Applicants can expect a verbal response from Christie's Education within 10 working days.
22. Where the applicant is not satisfied with the response to the complaint, the applicant may refer to the formal Procedure outlined below.

Formal Procedure

23. Where an applicant remains dissatisfied with the outcome of the Informal Procedure, the applicant may pursue the matter through Christie's Education by writing to the Director of Registry and Student Services.

24. The complaint will be looked at by the Director of Registry and Student Services who will take action within 10 working days of receipt of the complaint. Applicants will be informed if there is likely to be any delay in the process.
25. The Director of Registry and Student Services may seek to resolve the issue on the basis of the documentation provided, after having sought further information, or may at her/his discretion, convene a meeting at which the applicant and any other persons involved may submit their respective cases.
26. Complaints will not always produce the outcome preferred by a complainant. For instance, policy decisions or resourcing beyond Christie's Education's control may affect the level of service provided. However, whatever the decision, we undertake to communicate the result of a complaint and the reasons for it.
27. The Director of Registry and Student Services will formally notify the applicant in writing of the outcome of the complaint and the reasons for the decision.
28. Where it has not been possible to resolve matters and the applicant remains dissatisfied with the outcome of the process, the applicant may write to the Director of Registry and Student Services Student Services, stating the reasons that the outcome or resolution offered is not satisfactory. The request is passed to the International Managing Director, who will review the complaint and decide whether the outcome is appropriate or whether further action is required.
29. The International Managing Director's decision will be communicated in writing within 10 working days of receipt of the written communication.
30. The International Managing Director's decision is final and represents the completion of the complaints procedure.

Confidentiality

31. It is Christie's Education's expectation that the confidentiality of the documentation generated by a complaint will be respected by all parties. Any information you provide will be handled sensitively and will only be made available to staff directly involved in finding an appropriate resolution.

Who to contact

If you wish to raise a complaint you must first contact the Admissions Department who will action your complaint accordingly. Formal complaints are handed by the Director of Registry and Student Services.

Admissions Department

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Director of Registry and Student Services

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