

London's  
International  
Drama School

**Rose  
Bruford  
College**  
of Theatre  
& Performance

# Applicant appeals and complaints

Admissions

POLICIES and  
PROCEDURES

## Contents

1.0 Introduction and purpose .....	1
2. Scope and applicability .....	1
3.0 Valid Grounds for appeal .....	2
4.0 Appeals procedure .....	2
5.0 Reporting.....	3

### 1.0 Introduction and purpose

The following Policy and Procedures have been developed as part of the College's commitment to ensuring quality and standards and fairness across all our processes.

The College seeks to offer an impartial and clear admissions process which gives all applicants the chance to demonstrate their suitability for their chosen programme.

All applicants for a programme are assessed against the same entry criteria.

However, the College recognises that on rare occasions candidates may feel that they have valid grounds on which to appeal a decision following interview and/or audition. This policy sets out the grounds on which an appeal may be considered valid and the process for that appeal.

### 2. Scope and applicability

This procedure is applicable only in relations to admissions and the interview/audition process.

Every effort will be made to deal with appeals and complaints quickly and efficiently, and to investigate them thoroughly and objectively. The College will endeavour to respond to the applicant within 20 days of receiving the complaint or appeal. The complaint or appeal should be completed and signed by the applicant themselves. Representations by third parties (including parents, guardian and friends) will not be dealt with through this procedure.

### 3.0 Valid Grounds for appeal

The College will consider an appeal or complaint from a candidate if either of the following criteria apply:

- Procedural irregularity, where the applicant believes that the College has not adhered to its own stated procedures
- Where there is new material information which may have affected the decision (with adequate reasons why it was not made available at the time of application), and where that new information is significant and directly relevant to the original decision.

There is no provision for appeal against the academic or professional judgement of those making the decision on the application.

### 4.0 Appeals procedure

An applicant who has valid grounds to appeal against a selection decision should raise the matter within three weeks of the date of the reject decision or in the case of a complaint, within three weeks from the cause of complaint

Correspondence should be addressed to the College Registrar, clearly providing the following information:

- Applicant's name, address and application number
- The programme for which they have applied and the information they have received in connection with their application
- Specific details of and grounds for the appeal or complaint
- Any other information which the applicant feels is relevant. All relevant information should be submitted at one time. It may not be possible to consider information which is submitted later in the process without good reason.

Valid appeals and complaints will be investigated in the first instance by the College Registrar, Admissions Officer and Programme Director.

If the case is not resolved it will be referred to the Entry and Academic Progression Committee.

Invalid appeals and complaints (those which are not based on permitted grounds) will not be considered further and applicants will be informed.

All appeals from applicants shall, at first instance be heard by the College in accordance with its internal procedures. The validating university will hear appeals

from applicants solely on the ground that the College has breached its own procedures during the first appeal.

## **5.0 Reporting**

An annual report will be made by the Registrar to the Governors on the number and nature of cases referred to the Entry and Academic Progression Committee, identifying any general issues that may have arisen.

DOCUMENT CONTROL BOX		Version 1.0
<b>Policy / Procedure title:</b>	Applicant appeals and complaints	
<b>Policy owner:</b>	Registry	
<b>Lead contact:</b>	Registrar	
<b>Audience:</b>	Prospective students/all students/staff	
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<b>Related Statutes, Ordinances, General Regulations</b>	Academic Regulations	
<b>Related Policies, Procedures and Guidance:</b>	Admissions policy and procedures Student complaints	
Further information: Minor amendment in the light of changes to committee structure. Reformatted 3 July 2014		