

## Applicant Pre-Arrival Complaints Policy

January 2025

### 1 General Principles

1.1 INTO is committed to the provision of a robust selection process that is fair, transparent, and consistent. Application decisions are made by a professional admissions team to safeguard applicants' interests and provide a high-quality service to all applicants. Information on our admissions policies is available on our website.

1.2 We recognise, however, that there may be occasions when applicants believe that they have cause for complaint or appeal. This policy document outlines the procedures that should be followed in such cases.

1.3 Applicants who believe they have grounds for appeal or complaint are encouraged to raise the matter via the informal process in the first instance. If the matter is not satisfactorily resolved, applicants may then use the formal process as outlined in this document.

1.4 All complaints and appeals made to the University are handled confidentially in accordance with INTO's Fair Processing Notice, the General Data Protection Regulation 2016/679 and the Data Protection Act 2018. Applicant complaints and appeals may be shared with relevant staff for the purpose of these procedures.

1.5 INTO will not consider complaints or appeals submitted by third parties unless the applicant has given express consent to INTO to correspond with a nominated contact (family member, agent, representative).

1.6 INTO will not process anonymous complaints or appeals under these procedures.

1.7 Applicants submitting a complaint or appeal will not be discriminated against at any stage of the admissions process; nor will they be discriminated against in any future applications. Each case will be dealt with fairly and with due regard to INTO's Equality and Diversity policy.

### 2 Scope

2.1 This policy covers complaints and appeals that raise concerns about a procedural error or irregularity in INTO's admissions processes. It may concern actions or inaction by INTO or its staff, that are not in accordance with published policies and procedures.

2.2 Students already enrolled on a programme of study at an INTO centre are not covered by this policy and should instead refer to the complaints procedures for that centre.

### 3 Definitions

3.1 A complaint is defined as an expression of specific concern about action or lack of action by or on behalf of INTO, or about the standard of service provided in the implementation of admissions policies or procedures.

3.2 An appeal is defined as a request for a formal review of the outcome of an admissions decision based on grounds of a procedural error being made. Appeals will normally be allowed only where there is evidence of a material irregularity in the decision-making process.

## 4 Grounds for complaint or appeal

4.1 There are no specific grounds for complaint, but the matter will typically relate to issues or concerns arising from the policies, procedures or communications that were used within the Admissions process. The complaint may relate to actions, or the lack of actions, by INTO or its staff.

4.2 Applicants may appeal the outcome of an admissions decision, and request that it is reviewed, where there is evidence of prejudice or bias in the decision-making process, or a procedural irregularity where the process leading to the admissions decision was not conducted in accordance with the relevant Admissions Policy. For ease of reference, INTO's Admissions Policy can be found [here](#).

4.3 Applicants may not submit a complaint or appeal which seeks to dispute the academic or professional judgement of admissions staff regarding an individual's suitability for entry.

4.4 INTO will take no further action in cases where it can be shown that decisions and/or actions have been carried out fairly and appropriately in accordance with published selection criteria, policies, and procedures.

## 5 Complaints & Appeals process

5.1 Most complaints and appeals are resolved satisfactorily on an informal basis. Applicants are strongly encouraged to first follow the Informal Stage as outlined in this policy. However, this is not compulsory, and applicants can choose to initiate the Formal Stage from the outset.

5.2 If an applicant is dissatisfied with the outcome of the informal review of their complaint or appeal, they maintain the right to progress to the Formal Stage of this policy.

## 6 Informal Stage

6.1 In the first instance, we strongly recommend that applicants submit their complaint or appeal informally by emailing the Admissions Team at [admissions.concerns.uk@intoglobal.com](mailto:admissions.concerns.uk@intoglobal.com)

6.2 Cases should be raised within 28 days of the issue or concern arising. Where exceptional circumstances lead to a delay in submission, these circumstances must be outlined within the email for consideration.

6.3 Applicants must outline the nature of their complaint or appeal and provide details about the issue, procedural error or malpractice that is believed to have occurred.

6.4 Admissions staff will review the information and any supporting evidence provided by the applicant to determine what further action may be required.

6.5 INTO endeavours to acknowledge informal complaints and appeals within five working days of receipt, and to respond fully within fifteen working days via email. If INTO is unable to respond fully within this time, the complainant will be informed of an alternative timescale.

6.6 If the complaint/appeal is not satisfactorily resolved, applicants may follow the formal stage of this complaints and appeals procedure.

## 7 Formal Stage

7.1 If an applicant is dissatisfied or feels that their complaint or appeal has not been satisfactorily resolved via the informal process, they have the right to submit a case for formal review.

7.2 Applicants must write to INTO via submission of our Applicant Complaints and Appeals form to [ApplicantComplaints@intoglobal.com](mailto:ApplicantComplaints@intoglobal.com)

7.3 Cases should be raised within 28 days of the issue or concern arising or, if applicable, within 28 days of the case being closed via the informal process. Where exceptional circumstances lead to a delay in submission, these circumstances must be outlined within the case for consideration.

7.4 Applicants must outline the nature of their case and provide clear details as to where they believe the issue, procedural error or malpractice occurred. Applicants must also include any information, correspondence, or documentation that supports their case.

7.5 INTO endeavours to acknowledge formal complaints and appeals within five days of receipt. This communication will be sent by email.

7.6 The Director, Regulatory Compliance will investigate the case to determine whether further action is required. Where this member of staff is involved in the substance of the complaint, a suitable replacement member of staff of equivalent seniority will investigate the circumstances of the case.

7.7 INTO will endeavour to make a decision on cases submitted for formal review within 28 days of receipt. At certain times of year, and for particularly complex cases, this may take longer. Where this is the case, an updated timeline will be made known to the applicant, along with reasons for the delay.

7.8 Applicants will be made aware of the outcome of their case via email. The resulting decision will be considered final, pending any appeal as detailed below.

## 8 Appeal Stage

8.1 Applicants who believe that their case has not been handled fairly in accordance with the formal procedure, may request a review by the VP, UK Operations and Policy within 10 working days of the formal stage outcome. Requests must be sent to [ApplicantComplaints@intoglobal.com](mailto:ApplicantComplaints@intoglobal.com)

8.2 Applicants may submit a case for review where there is evidence of a procedural irregularity during the formal stage, or where there is doubt that the outcome was reached fairly.

8.3 The VP, UK Operations and Policy (or nominee) will review and investigate all details relating to the case and provide a written response to the applicant, normally within 28 days of receipt of the review request.

8.4 The decision reached by the VP, UK Operations and Policy (or nominee) is final. Once this decision has been communicated to the applicant, no further consideration of the case will be heard.

8.5 Applicants who remain dissatisfied are not yet supported by the Office of the Independent Adjudicator but do have the right to pursue recourse and seek further advice through other independent bodies, such as Citizens Advice (England, Wales and Scotland).

## 9 Complaints about an Agent or Educational Counsellor

9.1 INTO operates a specific process if you wish to make a complaint about your agent or educational counsellor.

9.2 You can find more information about our Agent Complaints process [here](#). If you wish to make a complaint about your agent or educational counsellor, use the webform found [here](#).

9.3 Please note that complaints about agents or educational counsellors will only be assessed where relevant evidence substantiating the basis of your complaint has been submitted – the webform allows you to upload any relevant evidence before submitting your complaint.