

**Institute of Continuing Education (ICE)  
Admissions Complaints Form**



**Please read the Institute of Continuing Education's Admissions Complaints Procedure before completing this form.**

**Please email a copy of the completed form to [ga@ice.cam.ac.uk](mailto:ga@ice.cam.ac.uk) or to the Head of Human Resources, Governance and Administration, Institute of Continuing Education, University of Cambridge, Madingley Hall, Madingley, CB23 8AQ.**

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Application ID Number (if applicable):

Surname/family name:

Title:

First name/given name(s):

Email:

Telephone number:

Course of study applied for:

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1. Please state the reason for your complaint:  
*(Describe what has happened to give rise to the complaint. Please include names of contacts, key dates, events and state what you believe ICE has failed to do in the discharge of its duties towards you or the standard of service provided.)*

2. Please list any supporting evidence that you are submitting alongside your claim:

3. Please state what steps you have taken to resolve your complaint informally  
(e.g. via discussions with Admissions staff, Programme teams, Departments etc.):

4. Please state the outcome(s) that you are seeking:

### **Applicant Declaration**

**I confirm that:**

- I have read the ICE Admissions Complaints Procedure.
- I understand that ICE may need to process personal details about me, which could include sensitive information, in order to investigate my complaint.
- I understand that ICE may need to exchange information about my complaint within the Institute the University, and with any related external bodies (e.g. previous universities/colleges attended, if relevant) in order to resolve the matters under complaint.
- The information I have given on this form is true, correct and complete to the best of my knowledge.

By signing this document I am agreeing to the above conditions.

**Signed:**

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**Print Name:**

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