



## **ICE ADMISSIONS COMPLAINTS AND APPEALS**

### **Academic Decisions**

The Institute of Continuing Education (ICE) cannot provide feedback or give reasons for not offering admission, nor advise you on how to improve your application. Faculties or Departments are not obliged but may agree to provide feedback and should be contacted directly.

ICE will not consider an appeal against an academic judgement of the decision makers. However, if your application has been rejected then you may be able to appeal against the decision using the procedure set out below.

### **ICE Admissions Complaints and Appeals Procedure**

#### **1. Purpose**

An applicant who is dissatisfied with an aspect of the admissions process may submit a complaint using the following process.

An applicant who is dissatisfied with the admissions decision can also follow this process to appeal the decision on one of the following grounds:

- a. an error in the decision-making process or a procedural irregularity;
- b. bias or perception of bias in the decision-making process;
- c. extenuating circumstances, which, for good reason, the applicant did not inform ICE of in their application, which would have had a material impact on the admissions decision.

An admissions appeal cannot be made based on any other grounds, including the academic judgement of the decision-makers.

If applicants have an informal query about the academic decision that was made, or wish to receive feedback, they should contact their Faculty or Department ([www.ice.cam.ac.uk/](http://www.ice.cam.ac.uk/)) directly.

#### **2. Submitting a Complaint or appeal**

If applicants have any queries over their application decision they should raise this, in the first instance, with the Admissions Manager at [ice.admissions@ice.cam.ac.uk](mailto:ice.admissions@ice.cam.ac.uk)

If, following discussion, an applicant wishes to make a formal complaint or appeal, they should complete the ICE Admissions Complaints and Appeals Form within 28 calendar days of receiving the formal written admission decision. Applicants requiring the form in an alternative format should contact [ga@ice.cam.ac.uk](mailto:ga@ice.cam.ac.uk)

Forms should be submitted by email to the Director of Continuing Education via [ga@ice.cam.ac.uk](mailto:ga@ice.cam.ac.uk)

or by post to:

**Director of Continuing Education – Admissions Complaint / Appeal**  
**C/O – Quality Governance Office**  
**Institute of Continuing Education**  
**University of Cambridge**  
**Madingley Hall**  
**Madingley**  
**Cambridge**  
**CB23 8AQ**

The Director of Continuing Education (or delegate) may choose to accept a complaint or appeal submitted after the 28-day deadline if there are exceptional reasons.

An applicant can withdraw a complaint or appeal at any time by emailing [ga@ice.cam.ac.uk](mailto:ga@ice.cam.ac.uk). Once a complaint/appeal has been withdrawn it cannot be reinstated.

An applicant will not be disadvantaged for submitting a complaint or an appeal if it is made in good faith. Submitting a complaint or appeal will not prevent an applicant from being able to re-apply to the University in the future or affect the applicant's ability to comply with any offer of study already issued.

### **3. Responding to a complaint or appeal**

The Director of Continuing Education (or delegate), will acknowledge a complaint or appeal within 7 calendar days.

An admissions complaint or appeal can be declined to be considered if:

- it does not fall within the permitted grounds (outlined above);
- if it is trivial, vexatious or malicious;
- if the remedy requested does not include amending the admission decision; or
- if the appeal has been submitted outside of the timeframe and there are not exceptional reasons for late submission.

If a complaint or appeal is not declined it will be investigated by the Complaints and Appeals Panel. The investigation is likely to include requesting responses from the staff or department involved in considering an applicant's course application. This will involve sharing a copy of the applicant's complaint/appeal with the relevant staff.

As part of the investigation, ICE's written documentation and legal obligations will be taken into consideration.

An applicant will normally receive a complaint/appeals decision letter within 20 calendar days of receiving the complaint/appeals acknowledgement. If the decision will take longer than 20 calendar days, the applicant will receive an update regarding the investigation.

The complaint/appeals outcome letter will include a description of the investigation that took place; the decision; the reasons for the decision; and any actions being taken because of the decision.

The complaint/appeals decision letter confirms ICE's final decision in relation to an ICE Admissions complaint or appeal. The decision will be communicated to any staff or department involved in the investigation and the decision will be anonymously reported to ICE's Academic Policy and Operations Committee.