



Appeals Procedure for Applicants

1. Introduction

- 1.1 Bath Spa University is committed to good practice in admissions and to ensuring that its processes are fair, consistent and transparent.
- 1.2 An appeal is defined by Bath Spa University as a request by an applicant for a formal review of the outcome of an admissions decision. If an applicant wishes to rather express dissatisfaction about Bath Spa University policies and procedures or the contact they have had with the University and/or its staff, they should instead follow the University's Complaints Procedure which can be found on the University website at <https://www.bathspa.ac.uk/media/bathspaacuk/about-us/governance/policies/BSU-Complaints-Policy.pdf>
- 1.3 Appeals are handled separately from the application for entry and will therefore not prejudice current or future applications. The University aims to handle appeals so that an informal resolution can be found and in a way that is sensitive to the concerns of the applicant, only involving those who need to be a part of the resolution process.

2. Scope of the Appeals Procedure

- 2.1 Applicants may appeal against an admissions decision by Bath Spa University on the following grounds:
 - Where an applicant feels that their application was not considered in accordance with the University's Admissions Policy or other published procedures; and/or
 - Where an applicant was unable to provide relevant information during the application process for valid reasons.
- 2.2 Applicants may not appeal against the quality of the academic or professional judgement of the Bath Spa University staff who are responsible for making the decision on an applicant's suitability for the course.

3. Appeals Procedure

3.1 Stage One – Feedback

If an applicant is unhappy with an admissions decision, they should in the first instance contact the Admissions Office for feedback by sending an email to admissions@bathspa.ac.uk

3.2 Stage Two – Appeal

If an applicant has received feedback but still feels, based on the Scope of the Appeals Procedure (section 2. above), that they have a good reason to appeal they should submit an appeal in writing to the Registrar within 15 working days of receipt of the feedback.

Appeals should be made directly by the applicant and not by a third party. Appeals made by third parties are not normally considered unless written authorisation has been submitted by the applicant.

The following information should be provided with the appeal:

- UCAS personal ID number (if applicable)
- Name of course applied for
- Date of interview or audition (if applicable)
- Date of receipt of feedback
- The grounds for the appeal
- How Bath Spa University admissions procedures were not followed
- What new information has emerged and why it was not available at the time of application

Any other information, relevant to the appeal, must be included at the time of submission of the appeal

The appeal will be acknowledged and the process will then be led by the Registrar, or their nominee, who will review all the available information.

3.3 Stage Three - Outcome

The outcome of the process may result in:

- An amended decision;
- The offer of a second interview or audition with different members of staff; or
- Confirmation that the original decision will stand.

Applicants will be notified of the outcome in writing within fifteen working days of receipt of all of the information pertinent to the appeal. If a delay is anticipated the applicant will be notified in advance and provided with a summary of the progress being made towards consideration of the appeal.

Should the applicant feel that the appeal has not been handled according to policy, and that they therefore would like to make a complaint about the way the appeal has been handled, the applicant should follow the University's Complaints Procedure (see paragraph 1.2 above).