

<i>Document No:</i>	
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Appeals and Complaints regarding the Admissions Process

Appeals against a decision not to admit an applicant to a programme of study leading to an Open University award are restricted to those that cite irregularity in the decision-making process (for example, failure to make a reasonable adjustment relating to a disability). The process for arbitrating such appeals is that which has been approved at Institutional Approval/Review. Such appeals must be initiated within four weeks of the date of the original decision.

All applications from first-year and transfer candidates are evaluated on an individual basis and treated in a fair and equal way by experienced admissions staff.

All appeal requests are reviewed thoroughly. ACT personnel will not discuss appeals in person, by e-mail, by telephone or any other means of communication, with any individual other than the prospective student. Appeals received from other parties, such as relatives, friends, or advocates will not be considered. Appeal decisions are considered final.

Students appealing an admissions decision should take the following steps:

- Submit a personal statement supporting the request for reconsideration. In the appeal, applicants must present new and compelling information that was not included in the original application.
- Submit supporting documentation to substantiate new and compelling information. Examples include an updated transcript, doctor's note or verification of extenuating circumstances.
- Submit a recommendation letter from someone who is familiar with the student's academic potential, preferably a former or current teacher or professor.

Greek candidates may appeal admission denial no later than August 10. International candidates may appeal admission denial no later than July 10.

If students are unsatisfied with the outcome of the admissions appeals process at ACT then they can take their appeal forward to the Open University. If they remain unsatisfied with the outcome from the Open University, they can take their admission appeal forward to the Office of the Independent Adjudicator (Further details are available at www.oiahe.org.uk).

