

Admissions Complaints Procedure

Introduction

1. The Minster Centre is committed to providing a fair and efficient admissions service and applicants will not be disadvantaged in any way because they have used this procedure.
2. A complaint may express serious concern about any aspect of the admissions process.
3. Applicants have no right of appeal against a decision not to offer them a place at the Centre. Complaints against a decision may only be submitted on grounds of procedural irregularity, or if there is new information which may have affected the decision (with reasons why it was not made available at the time of application), or if there is evidence of any action or decision which is not consistent with the Centre's admissions procedures or Equal Opportunities Policy.
4. A complaint must be made on an individual basis by the applicant. Complaints made by a third party will not normally be considered.
5. This procedure and any decisions made under the procedure do not automatically give legal rights to the complainant, nor place obligations on the Centre to pay compensation either in respect of a decision made pursuant to the procedures or for a breach of the procedures.

Procedure Informal Stage

1. Most complaints can be resolved informally. Applicants should normally raise the matter within 10 working days of the action causing concern and in any case within 2 months or by the start date of the programme or course applied for, whichever is sooner.
2. In the first instance, the matter should be raised in writing or by e-mail with the Registrar, Rory Page (rory@minstercentre.ac.uk) who will respond in writing within 20 working days.

Formal Stage

1. If the complaint is not resolved to the satisfaction of the applicant through this informal means, the complainant should then write formally to Lissie Wright, Director, The Minster Centre, 20 Lonsdale Road, Queens Park, London NW6 6RD. The letter should enclose copies of all previous correspondence; explain why the applicant remains dissatisfied and what he/she hoped the outcome would be.
2. The Director or a Deputy Director will investigate the complaint fully with relevant staff and/or a third party if it is deemed necessary, and reply in writing within 30 working days.
3. The Decision of the senior manager will be final.