



**ST NICHOLAS MONTESSORI TRAINING LIMITED
(MONTESSORI CENTRE INTERNATIONAL – MCI, COLLEGE)**

Complaints and Appeals Policy and Procedure for Applicants

Policy

1. Aim

1.1 MCI is committed to providing a high quality and fair admissions procedure for all our applicants. We acknowledge, however, that there may be occasions when an applicant may feel dissatisfied with the conduct of the College's admissions process or its outcome. In the vast majority of cases an applicant's complaint can be handled fairly, amicably and to the satisfaction of all concerned without the necessity of a formal complaint.

1.2 MCI will ensure that all complaints are dealt with promptly, with fairness and with due regard to the College's Equality and Diversity Policy. If a complaint or appeal is upheld, the College will take such action or provide such remedy as may be appropriate. If a complaint or appeal is not upheld, the reasons for the decision will be communicated to the applicant. Applicants will not be disadvantaged in any way because they have used the Complaints and Appeals Procedure.

2. Definition

2.1 An appeal is defined as a request for the review of a selection decision and/or the outcome of an application. The outcome of a successful appeal would be to reconsider the candidate's application with a view to either changing or upholding the original decision. Where an appeal is upheld and the outcome reviewed, the College may not be able to guarantee admission in the academic session initially requested; in such circumstances, admission at an alternative point of entry may be offered by the College.

2.2 A complaint is a specific concern about the conduct of the College's admission process in relation to an individual application, with reference to the College's Admissions policy and the relevant course(s) admissions criteria. If upheld, the solution for the complaint could, for example, include an apology or a task to revise procedures.

3. Who can use the Appeals and Complaints Procedure?

3.1 This procedure applies to anyone who has submitted an application to MCI for full-time, part-time or online study or as a request for an internal transfer within the College.

3.2 A complaint or appeal must be submitted by the applicant: the College will not consider any complaints or appeals which are submitted by third parties or anonymously.

3.3 Complaints relating to the activities of external bodies which have an interest or role in the College's admissions process, for example the Universities and Colleges Admissions

Service (UCAS), IELTS, NARIC or London Metropolitan University Admissions Services cannot be investigated by MCI and must be submitted to the relevant organisation.

4. Grounds of appeal

4.1 The procedure may be used only where there are sufficient grounds for doing so and may not be used simply because a candidate has been unsuccessful with his or her application.

4.2 When submitting complaints, the individual making the complaint must identify where the College's processing of their application has differed from the documented processes identified in the College's Admissions Policy, and/or the relevant School(s)' admissions criteria. A complaint may arise in relation to the initial consideration of an application or during later processing.

4.3 The appeals procedure provides for review of the outcome of the initial selection decision only where an applicant is able to submit new information, which would have been factual to the initial decision-making process. Typically, this would include concurrent, independent medical or other evidence to support a claim for mitigation. In submitting any documented evidence of mitigating circumstances, applicants should be able to demonstrate good cause as to why this information was not supplied in the initial application.

4.4 The College will not consider appeals based on challenges to the judgement of its selectors in relation to the academic and non-academic selection criteria for its programmes.

Procedure

1. Introduction

This procedure is aimed at applicants who apply for a course, and are denied entry on to a course for any specific reason or wish to complain about a procedure matter relating to admissions.

2. Stage 1 - Early Resolution

2.1 Most complaints can be resolved satisfactorily at this stage. If an applicant has a complaint relating to any matter relating to admissions, he or she is encouraged to raise the matter at an early stage with the Student Recruitment Officer. This must be made within two weeks of the admissions decision or any other action which the applicant wishes to complain unless there are valid reasons why the complaint could not be made within that timescale.

2.2 The Student Recruitment Officer will respond to the complainant within 10 working days of the complaint being made and will retain a record of the correspondence and any action taken. If it is not possible to respond within the 10 days, the complainant will be advised of the timescale for a full response.

2.3 Where the appeal concerns non-selection and the Student Recruitment Officer is satisfied that the application was considered fairly and that the decision complied with the admissions criteria s/he will confer with the Head of Education/ Head of Student Recruitment

and respond explaining the context of the decision and any selection processes that were applied. The Student Recruitment Officer will also at this stage draw to the attention of the complainant the Complaints Procedure, should s/he wish to pursue the matter further.

2.4 In relation to complaints about all other matters relating to the admissions process, the Student Recruitment Officer will confer with the Head of Education before responding in writing.

2.5 If the Student Recruitment Officer considers the decision may have been unfair and/or not in accordance with the Admissions Policy, s/he will refer the complaint to the Head of Education/ Head of Student Recruitment

3. Stage 2 - Formal address

3.1 If an applicant feels that the appeal or complaint has not been resolved satisfactorily s/he can submit a formal written complaint to the Head of Education/ Head of Student Recruitment using the complaints form (Appendix 1). This complaint must be submitted within 10 working days of receiving the response from the Student Recruitment Officer.

3.2 The complaint should be set out to include the informal steps that have already been taken and details of any response received and a statement as to why the applicant remains dissatisfied and the outcome the applicant is seeking.

3.3 The Head of Education/ Head of Student Recruitment will acknowledge in writing a receipt of the complaint within 5 working days. The Head of Education/ Head of Student Recruitment will then investigate the complaint and submit a written response to the complainant within 14 working days from acknowledgement of receipt of the complaint.

3.4 The Head of Education/ Head of Student Recruitment may refer the complaint to the Director of Learning

3.5 The Head of Education/ Head of Student Recruitment decision following completion of this process will be considered as final.

4. Processing of Complaints and Appeals and storage of Information

4.1 Applicants lodging a complaint and those against whom complaints are made can expect complaints to be dealt with confidentially and with due regard for their privacy. The information will be stored and processed in accordance with the Data Protection Act (1998).

4.2 Details of complaints considered and determined at stage one will be shared with the Head of Education/ Head of Student Recruitment. If appropriate the Head of Education/ Head of Student Recruitment may note the complaint as evidence of learner feedback for annual quality monitoring.

4.3 The personalised record of the complaint/appeal and any supporting papers will not be kept longer than necessary and will be destroyed three years following resolution of the case. Aggregated and anonymised data will be reported annually to the Quality

Standards and Enhancement Committee in order to facilitate monitoring and review of the College's admissions process and advice on any future implications for procedure will be shared at admissions meetings.

5. Contact Details

Complaints and appeals should be submitted in the first instance to:

Student Recruitment Officer - admissions@montessori.org.uk

Formal Complaints should be submitted to:

Preeti Patel, Head of Education - Preeti.patel@montessori.org.uk

Justin Edwards, Head of Student Recruitment – Justin.edwards@montessori.org.uk

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APPENDIX 1 – COMPLAINTS/APEALS FORM

Please record the details of your complaint on the form and email to the Head of Education Preeti.patel@montessori.org.uk or Head of Student Recruitment Justin.edwards@montessori.org.uk

Name: Date:

Course Applied For:

Centre:

Home telephone: Mobile:

Email:

Date complaint made:

Date(s) to which complaint refers:

Please outline the details of your complaint, include the informal steps that have already been taken and details of any response received, a statement as to why you remains dissatisfied and the outcome you are seeking.

Office use only:

Date complaint received:

Date confirming receipt of complaint (within 5 working days):

Key points from the investigation:

Complaint upheld: Yes / No

Date outcome reported to the complainant:

Date complaint closed (We aim to complete within 28 working days from receipt of complaint unless the matter requires further enquiries)

Actions following the complaint: