

**Undergraduate Medical School**  
**Admissions Appeals Procedure**  
**University Complaints Procedure**

## **1.0 University: Appeals & Complaints**

Edge Hill University recognises that applicants who are not successful in securing a place on their chosen course will be disappointed. However, unless there is a generic complaint about the conduct of a Multiple Mini-interview (MMI) or the interview process, the selectors' decisions are final.

Normally an appeal can only be considered if there is evidence that procedure was not followed, new evidence becomes available and there are valid reasons why this was not made available previously, or if there is evidence that the University demonstrated bias or prejudice in the consideration of the application.

## **2.0 Medical School: Admissions Appeals**

2.1 Applicants will be made aware of the primary reason/s for being unsuccessful in securing a place on their chosen course through the UCAS Track system.

2.2 An 'appeal' is defined as a request for a review of a decision of the Medical School for an application to the MBChB with Foundation Year (FY) or the MBChB Medicine Programmes.

2.3 An applicant may appeal if they feel that the MBChB with FY or the MBChB Medicine admissions procedures have not been followed, new evidence becomes available and there are valid reasons why this was not made available previously, or if there is evidence that the University demonstrated bias or prejudice in the consideration of the application.

2.4 Appeals under any other grounds will not be considered, nor will appeals based on errors or decisions made by external organisations.

2.5 Processes for considering applicants who require Reasonable Adjustments or who are unable to sit the interviews are in place. Please refer to the contact details below in the first instance, if you wish to apply within this category. Please note that applicants are not normally considered if they do not meet the published academic grades for minimum entry requirements.

### **3.0 Medical School: Receipt of an Appeal**

3.1 Appeals are expected to come directly from applicants. Under certain circumstances, where permission has been given by the applicant for any third party to process the appeal on their behalf, the Medical School will consider the appeal as outlined in this document. The appeal under these circumstances, will however, only be considered if written permission from the applicant is provided to the School to confirm third party involvement.

3.2 Appeals must be submitted in writing or by e-mail, to the Central Admissions Medical School Administrator (see contact details below), clearly identifying the grounds where procedures have not been followed. If relevant, supporting documentation should be submitted with the appeal.

3.3 Appeals (with all supporting evidence) must normally be submitted within 20-working days of the communication of the outcome to the applicant. Supporting documentation will be considered if submitted within this timeframe.

3.4 Normally an application for the extension of time for submitting an appeal must be made in writing to the Medical School Assessment Officer (or designated administrator) within the 20-working day period. The application should state the grounds on which an extension of time is sought and be accompanied by such evidence of medical or other adverse personal circumstances as are relevant to the request.

3.5 An extension will not be granted unless the Chair of the Medical School Admissions Appeals panel is satisfied that the applicant was precluded from appealing within 20-working days as a result of serious illness or other circumstances which are both exceptional and relevant to the appeal.

### **4.0 Medical School: Initial processing of an Appeal**

4.1 After submission, all appeals must be directed, in the first instance, to the Medical School Assessment Officer (or designated administrator). This should happen regardless of who receives the initial request for an appeal. This would normally be through [askmedschool@edgehill.ac.uk](mailto:askmedschool@edgehill.ac.uk)

4.2 On receipt of an 'appeal', the Assessment Officer (or designated administrator) will confirm whether the appeal meets the 20-working day deadline, or define stated reasons this timeline cannot be met, and determine whether the issue is eligible for activation of the Admissions Appeals Procedure (refer to 2.2), or the University's Complaints Procedure ([Edge Hill University Complaints Procedure](#); see section 6.0).

4.3 If the Medical School Admissions Appeals process is the correct procedure, the Medical School Assessment Officer or designated administrator will confirm this with the applicant and assemble any relevant information about the applicant, which may include:

- UCAS form
- UCAT score

- MMI data
- Supporting documentation in relation to the application

4.4 If the complaints procedure is the most appropriate process, the applicant will be directed to the [Edge Hill University Complaints Procedure](#) (refer to 6.0).

### **5.0 Medical School: The Admissions Appeals Procedure**

5.1 The Medical School Assessment Officer (or designated administrator) will submit the relevant information to the Medical School Admissions Appeals Panel for consideration. This will normally take place within 20-working days of receipt of the appeal and supporting documentation. Where this is not possible, the applicant should be informed within the 20-day period and given reason(s) for the delay.

5.2 The Appeals Panel will be convened and chaired by a senior academic independent of the Medical School Selection Panel and involve appropriate and relevant members of the Medical School Admissions Team. Although membership will vary, the Appeals Panel must also include at least one member of University staff not involved in the previous admissions decision, and one member of senior academic staff.

5.3 The applicant will be informed in writing of the outcome of the appeal, normally within 10-working days of the decision being determined. That is, within 30-working days of being informed of an admissions outcome (20-working days to lodge an appeal plus 10-working days to be informed of the outcome).

5.4 The decision of the Medical School Admissions Appeals Panel is final and there is no further right of appeal

### **6.0 Medical School: Upheld Appeal**

6.1 If the appeal is upheld, in all circumstances (the Medical School Admissions Team) will work with the applicant in an attempt to find a suitable remedy, wherever possible. It should be noted that at particular times of the admissions cycle, remedies to appeals may be difficult, for example there may be no places available on a particular programme for the current year of entry.

### **7.0 Complaints**

7.1 Edge Hill University undertakes to handle applications in a fair, consistent, timely and accurate manner and in line with the principles set out within this policy. However, the University recognises that occasionally an applicant may wish to indicate concerns regarding the service s/he has received. We actively encourage applicants to contact us immediately, in writing, with any concerns so that we can attempt to address any specific issues and continue to review and improve our services.

Where an applicant feels that the situation has not been resolved to their satisfaction, the applicant can submit a complaint, in writing, to the University Head of Admissions or the Medical School Admissions Lead (See also section [F8.1 of the Academic Regulations](#))

7.2 We treat something as a complaint if you tell us you are not satisfied with the standard of service we provide or with something we have done or have not done. This is not the same as telling us your views or giving us your opinions, which we describe as 'feedback'.

7.3 Selection decisions will not be changed during the process of complaint.

## **8.0 Contact details.**

Contact details: [medicineadmissions@edgehill.ac.uk](mailto:medicineadmissions@edgehill.ac.uk)

Medicine Admissions, Student Administration Building, Edge Hill University, L39 4QP