

Applicant feedback, appeals and complaints

Although we do not provide automatic feedback to every unsuccessful applicant, we are happy to provide written feedback upon request.

The following information provides details of the University's feedback policy, as well as details about the complaints and appeals procedures for applicants.

These policies and procedures would also apply to former students of the University who had been unsuccessful in gaining re-admission (whether to their former course or to another subject).

Feedback (defined as a request for information on why an application was turned down)

All applications to the University of Sussex are considered fairly, equally and in line with the University's admissions policy.

The University believes in a holistic approach to selection. In considering applications we therefore take into account all aspects of the application, including qualifications achieved to date, any predicted results on qualifications that are still pending, the Personal Statement,

Admission to the University of Sussex is competitive and we do not normally take students with grades lower than those advertised in the Undergraduate Prospectus. Unsuccessful applicants are therefore strongly encouraged to check the University's Undergraduate Prospectus for details of both standard offer levels and any specific entry requirements before requesting feedback.

If an applicant wishes to receive feedback then they should put the request in writing and send it to the Undergraduate Admissions Officer at the following address:

Admissions Office
Sussex House
University of Sussex
Brighton
BN1 9RH

The request should include the applicant's full name (as declared on the application form), UCAS Personal ID number and degree course(s) applied for. The letter should state that the applicant is seeking feedback on their rejection and should, ideally, confirm that they have read this policy document. Requests for feedback, setting out the same information, can also be emailed to ug.applicants@sussex.ac.uk.

Please note that requests for feedback must be submitted within the same UCAS admissions cycle as the application about which the feedback is requested.

When the request for feedback arrives, the applicant will be sent a letter or email acknowledging receipt of the request and giving an indication of the date by which they can expect to receive written feedback. Whilst every effort will be made to respond to requests quickly, at certain times of year this is not possible. We will aim to respond within 28 working days, but the acknowledgment letter will give a better indication of the expected length of time required to reply.

Feedback, where appropriate, may include advice on possible courses of action. This advice is obviously Sussex specific and it should be noted that any advice is not a guarantee of future admission. Advice on possible courses of action should be given in the context of the applicant's current position and the University's current requirements.

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Appeals (defined as a request for **a review of an unsuccessful application**)

Applicants do not have a right of appeal against the academic judgment of the University. However, if following receipt of feedback, an applicant feels that an error has occurred, they have the right to request a formal

specific issue or situation (which could include the feedback request). A complaint does not necessarily question the decision of the University, but raises a concern about how the selection process operated.

As with requests for feedback and appeals, the complaint must come from the applicant. The complaint must be submitted within three months of the conclusion of the admissions process against which the complaint is being made.

Complaints must initially be sent (in writing) to:

Head of the Admissions Office
Sussex House
University of Sussex
Brighton
BN1 9RH

or should be emailed to ug.applicants@sussex.ac.uk.

The Head of the Admissions Office will seek to resolve the complaint or explain the situation and will respond in writing to the applicant.

If the applicant remains dissatisfied with the outcome of the complaint Tw (initiallw (t)Tj -0.044 Tw (appe3 (a