

ESCP Europe Business School London

Campus

Policy for Admissions Appeals and Complaints

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1. General Principles

- 1.1. The ESCP Europe Business School London campus (the “**School**”) is committed to fair, consistent and transparent admissions processes. Staff aim to work efficiently and courteously, operating under the principles and procedures set out in the School’s [Specialised Masters' Programme Admissions Policy](#) and the [Equal Opportunities Policy – Code of Practice](#).
- 1.2. While most disputes can be successfully resolved informally, this document sets out procedures for individuals (referred to as “Applicants”) who have applied to study with the School and seek feedback or are dissatisfied with the conduct of the School’s admissions process or with its outcome.
- 1.3. A separate complaints and appeals procedure exists for students who are studying or have studied a programme at the School.
- 1.4. The procedures set out in this document have been developed to ensure:
 - (i) Unsuccessful Applicants who request feedback on their Application will receive it (see section 2)
 - (ii) Unsuccessful Applicants have the opportunity to appeal on specified grounds (see section 3)
 - (iii) Applicants have the option to complain where they have been dissatisfied with the service they have received during the admissions process, regardless of whether they have accepted the offer or started studying (see section 4).
- 1.5. No Applicant will be treated unfavourably by the School because they have requested feedback or a review of an admissions decision or made a complaint.
- 1.6. The School shall at all times when processing personal data comply with its obligations under the GDPR, the Data Protection Act 2018 and any amendment or update to that legislation and will process personal data in accordance with the School’s [Personal Data Protection Policy](#). Applicants are expected to keep any confidential information and personal data of individuals involved in the matters complained about confidential, save that this information may be shared with ESCP Staff who is directly supporting them throughout the admissions process.

2. Procedure for Applicants requesting feedback

- 2.1. The School is committed to providing feedback, when requested, to any candidate whose application to study has been unsuccessful. Any unsuccessful Applicant may request feedback on an admissions decision.
- 2.2. Where possible, the request for feedback should be made by the Applicant, not a third party. In cases where a request is submitted by a third party, the School will not release information related to an individual's Application without the express consent of the Applicant, in whose name the request will need to be made.

The request should be put in writing by email to the Specialised Master Programmes Admissions Department at masterlondonadmissions@escp.eu.

- 2.3. The School aims to respond to requests for feedback within 20 working days of receipt of the request.
- 2.4. For programmes where the admissions process includes an interview, the feedback request will be forwarded to the member(s) of staff with responsibility for carrying out the interview.
- 2.5. If, during the feedback process, it becomes apparent that there are valid grounds of appeal against an admissions decision, the School will ask the Applicant if they wish to pursue an appeal (following the process in section 3 below).

3. Procedure for Applicants Appealing an Admissions Decision

- 3.1. An unsuccessful Applicant may make a request for a formal review of an admissions decision (an "Appeal") following the appeal procedure under this section 3. This is separate from the School's complaints procedure (for which see section 4 below).
- 3.2. Before making an Appeal, Applicants are encouraged to seek feedback on the admissions decision under the procedure set out in section 2 above.
- 3.3. An Applicant may appeal on the following grounds for appeal:
 - (i) Procedural unfairness, (where the Applicant believes the School, or third parties for which it is responsible, has not adhered to the School's own stated procedures, is in breach of any relevant legal requirements or other alleged unfairness such as bias or prejudice against the Applicant); or
 - (ii) There is substantial new information which may have affected the admissions decision that was for good reason not submitted at the time of the Application.

- 3.4. Disagreement with the academic judgement or admissions criteria on which an admissions decision is based is **not** a valid ground of appeal.
- 3.5. Applicants who consider they have valid grounds on which to appeal against an admissions decision must raise the appeal within 28 days of the date on which they were notified of the original admission decision. Appeals received after the above deadline will only be considered in exceptional circumstances.
- 3.6. In order to raise an Appeal, the Applicant must send a written notice (known as a letter of Appeal) via email to the Specialised Master Programmes Admissions Department at masterlondonadmissions@escp.eu, clearly marked for the attention of the Director of Marketing, Recruitment and Admissions. The letter of appeal may be provided in the format of the ESCP Europe Admissions Appeals and Complaint Form that is annexed to this policy. It should provide:
- (i) the Applicant's name and contact details,
 - (ii) the School's Application submission confirmation email,
 - (iii) the grounds for Appeal relied on and reasons why the Applicant considers they are made out on the evidence (see section 3.3),
 - (iv) the programme for which the Applicant applied,
 - (v) any other information and/or evidence to support the Appeal and show why the Applicant considers the grounds for Appeal are made out, and
 - (vi) an indication of the outcome sought.

Please note that all relevant information should be submitted at one time and that it may not be possible to consider information which is submitted later in the process without good reason.

- 3.7. The Director of Marketing, Recruitment and Admissions will carry out an initial review and write to the appellant within 14 days of receipt of the letter of appeal to advise if the appeal raises valid grounds for Appeal within section 3.3 above (the "Initial Review").
- (i) If the Appeal does not raise valid grounds for appeal, the Appeal will be rejected as not being a valid appeal.
 - (ii) If the Appeal does raise valid grounds for appeal, it will be accepted as a valid Appeal to be considered further. The Director of Marketing, Recruitment and Admissions will advise the Applicant of the appeals process and the time-scale for

considering the substantive Appeal and refer the Appeal to the School's Admissions Appeal Panel to consider the substantive Appeal on the papers (without a hearing).

- 3.8. If additional information is required, the Applicant will be informed and invited to provide that information within 28 days from receipt of the Initial Review decision.
- 3.9. The School's Admissions Appeal Panel (the "Panel") has responsibility for consideration of all valid Appeals. No member of the Panel will have been directly involved in the original decision under Appeal. The minimum membership required for the Panel to operate is three, one of whom must be from the subject area to which the Applicant has applied.
- 3.10. The Panel will normally comprise of
- (i) Director of Marketing, Recruitment and Admissions, or nominee
 - (ii) Director of Academic Quality and Student Services
 - (iii) Academic Director (or nominee) from the programme to which the Application was made
 - (iv) An academic member of staff from the subject area to which the Application was made.
- 3.11. The Panel will consider all the evidence submitted by the Applicant and investigate the Appeal as appropriate, which may include consulting relevant staff.
- 3.12. The Panel will reach one of the following decisions:
- (i) Appeal upheld in relation to one or more of the grounds raised by the Applicant;
 - (ii) Appeal unsuccessful in relation to all of the grounds raised.
- 3.13. If the Appeal is upheld this does not guarantee that the outcome of the admissions decision will be changed. Rather, the Panel will make directions, including (but not limited to) that the:
- (i) The appellant is offered a place on the original course they applied for;
 - (ii) The appellant is considered for another course provided by the School (i.e. local Specialised Master Programmes);

- (iii) The appellant is offered a place on the original course they applied for, but the starting date is deferred for one year; and
- (iv) The appellant receives assistance from the School in identifying suitable courses available at other institutions.

3.14. Appellants will be informed in writing of the outcome and the grounds on which the decision was reached within 56 days of the date on which the letter of Appeal is received by the School. The Panel's decision is final and there is no further right to appeal to the School.

4. Procedure for Applicants Submitting a Complaint

4.1. Applicants can raise a concern if they are dissatisfied with the service received during the application process ("Complaint"). The complaints procedure under this section 4 should not be used as a means to Appeal an admissions decision (for which see section 3 above).

Informal complaint:

- 4.2. Applicants who have a complaint should raise it as soon as possible after the event which prompted the complaint by contacting the Specialised Master Programmes Admissions Department via email at masterlondonadmissions@escp.eu, explaining the nature of the complaint clearly and concisely.
- 4.3. A response will be provided to the Applicant in writing providing a resolution, where possible and appropriate, and informing the Applicant of their right to submit a formal complaint.

Formal complaint:

- 4.4. If the Applicant is not satisfied with the response at the informal stage or did not consider informal resolution to be appropriate, they should contact the Admissions Executive within 28 days from when the issue which prompted the complaint occurred.
- 4.5. In order to raise a formal Complaint, the Applicant must submit a Complaint in writing via email to the Specialised Master Programme Admissions Department at masterlondonadmissions@escp.eu, marked for the attention of the Admissions Department. The Complaint may be provided in the format of the Admissions Appeals and Complaint Form that is annexed to this policy. It should provide:

- (i) The Applicant's name and contact details;

- (ii) A brief summary of the facts underlying the Complaint, including key dates;
- (iii) A short and clear description of the nature of the Complaint and the main issues to be addressed;
- (iv) An explanation of any efforts that the Applicant has made to resolve the matter informally and why they are not satisfied with the response(s) they have received so far;
- (v) A copy of the last response received from the School, if any;
- (vi) Any other relevant information, documents or correspondence provided in support of the main issues of the Complaint; and
- (vii) An indication of the outcome sought.

Please note that all relevant information should be submitted at one time and that it may not be possible to consider information which is submitted later in the process without good reason.

- 4.6. The School will acknowledge the complaint within 14 days.
- 4.7. If additional information is required, the Applicant will be informed and invited to provide that information within 28 days of the date of the request for additional information.
- 4.8. The School takes all Complaints with appropriate seriousness, sympathy and confidentiality and they are treated promptly and in a professional manner at all levels and stages.
- 4.9. Upon receipt of a complaint, the Admissions Executive, the Director of Marketing, Recruitment and Admissions Department and the Programme Director will be informed and will conduct an investigation into the issue(s) raised in the complaint. Save that where a complaint is frivolous or vexatious, it will not be investigated.
- 4.10. Applicants may be asked to clarify particular issues or answer questions as part of an investigation. While the School aims to investigate complaints within 42 days, the complexity of some Complaints may require a reasonable extension to this period. Applicants will be informed if there are to be any delays.
- 4.11. The Panel will consider all the information submitted by the Applicant and investigate the complaint as appropriate, which may include consulting relevant staff. The standard of proof that will be applied in determining the outcome of the Complaint is the balance of probabilities.

- 4.12. An outcome letter will be provided to the applicant, which will provide one of the following outcomes:
- (i) Complaint upheld in relation to one or more of the main issues raised by the Applicant; or
 - (ii) Complaint dismissed in relation to all the main issues.
- 4.13. If the complaint is upheld, the School will take appropriate action or provide an appropriate remedy. This may (but will not always) include a review of the admissions decision in accordance with the procedure at section 3 above. This may result in a change in the outcome of the decision but this is not guaranteed; Applicants who want to challenge the outcome of an admissions decision should follow the appeals process at section 3 above.
- 4.14. If the complaint is dismissed, reasons will be provided to the applicant in writing. The decision is final, and there is no further right to appeal.

Annex

Admissions Appeals and Complaints Form

Instructions:

- Use this form for submitting a formal Complaint or an Appeal relating to the admissions process or an admissions decision.
- You must ensure that your appeal or complaint is submitted within the time outlined in the Policy for Admissions Feedback Appeals and Complaints.
- Submissions after the deadline will be out of time and will not be considered unless you submit clear documentary evidence to demonstrate that you were prevented from submitting by the deadline.
- Please read the School's Admissions Feedback Appeals and Complaints Policy carefully before completing this form.

Applicant Full Name:	Date of Application:
Email address:	Telephone:
Address:	
Programme Applied for:	
Is this a Complaint or an Appeal: <input type="checkbox"/> Appeal <input type="checkbox"/> Complaint	
On what date did you receive notification of the decision to which your Appeal or Complaint relates?	

Indicate the grounds under which you are appealing or complaining by providing details below (maximum 1,000 words):

For Complaints:

- A brief summary of the facts underlying your Complaint, including key dates;
- A short and clear description of the nature of your Complaint and the main issues to be addressed;
- An explanation of any efforts you have made to resolve the matter informally and why you are not satisfied with the response(s) received so far;
- A copy of the last response received from the School, if any;
- Any other relevant information, documents or correspondence; and
- An indication of the outcome sought.

For Appeals:

- A copy of the School's Application submission confirmation email,
- Your grounds for Appeal relied on (see section 3.3 of the School's Policy for Admissions Feedback Appeals and Complaints), a summary of the reasons why you consider the grounds of Appeal apply,
- Any other information and/or evidence which supports your Appeal, and
- An indication of the outcome sought.

Statement by applicant (please tick to indicate your agreement with each statement):

☐ I have read the School's Admissions Appeals and Complaints Policy

☐ I confirm that the above details and any attached documentation is a true reflection of events to the best of my knowledge and does not contain any false or fraudulent information.

Signed:

Dated:

Please complete this form and send it (along with your factual statement and any supporting documentation) by email to the Specialised Master Programmes Admissions Department at masterlondonadmissions@escp.eu.