Feedback, Appeals and Complaints (pre-enrolment) Form

Appendices

# Appendix 1

Stage 1 complaint or appeal will be investigated by the Head of Admissions.

| Details | Please fill in Appendix 1 below. |
| --- | --- |
| Name: |  |
| Goldsmiths reference number: |  |
| Programme applied for: |  |
| Date: |  |
| Grounds for complaint: | e.g. incorrect application processing, conduct of an interview, conduct of a member of staff |
| I wish to have my application reconsidered: | [ ]  tick if applicable |

| Please use the space below to give full details of your complaint or reasons for your appeal. |
| --- |

# Appendix 2

Stage 2 complaint will be investigated by the Director of Student Recruitment.

| Details | Please fill in Appendix 2 below. |
| --- | --- |
| Name: |  |
| Goldsmiths reference number: |  |
| Programme applied for: |  |
| Date of conclusion of Stage 1: |  |
| Grounds for raising a Stage 2 complaint: | e.g. dissatisfied with outcome of Stage 1, pertinent information not taken into account  |

| Please set out here the main points of your complaint; it is helpful to number each separate problem or issue: |
| --- |
| Please list any supporting evidence you have submitted with this form: |
| Please explain the steps you have already taken to resolve your complaint within the Department concerned; why are you unhappy with the response so far? |
| How would you like to see your complaint resolved?e.g. I wish to have my application reconsidered OR I wish to have clearer information about why me application was unsuccessful |

# Appendix 3

A Stage 3 complaint will be reviewed by the Director of Student Experience (or nominated person) if any of the below conditions apply.

A review will be undertaken of the complaint, considering whether any procedural irregularities occurred during Stage 2, the impact of any further evidence on the complaint outcome, and whether the outcome was reasonable.

| Details | Please fill in Appendix 3 below. |
| --- | --- |
| Name: |  |
| Goldsmiths reference number: |  |
| Programme applied for: |  |
| Date of conclusion of Stage 2: |  |
| Grounds for requesting a Stage 3 review: | [ ]  There were procedural irregularities in the investigation of the complaint; or[ ]  Fresh evidence can be presented which could not reasonably have been made available with submission of the Stage 2 form; or[ ]  The outcome of the investigation was not reasonable in all the circumstances.  |

| Please list each piece of supporting evidence you have submitted with this form |
| --- |
| How would you like to see your complaint resolved?e.g I wish to have the decision at Stage 2 reconsidered |