

# Applicant Appeals Procedure

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## 1. Purpose of the procedure

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The British College of Osteopathic Medicine (BCOM) welcomes applications from all candidates with the potential to succeed in higher education. We are committed to operating admissions procedures that are fair, efficient and transparent in order to safeguard the interests of prospective students.

The College's Admissions Policy describes the principles that we apply to admissions and outlines the admissions process. The Policy can be found at <https://www.bcom.ac.uk/wp-content/uploads/2019/12/Admissions-Policy-Procedure-2020-21.pdf>

BCOM recognises, however, that there may be occasions when its applicants may consider that the College has not adhered to its Policy. This Applicant Appeals Procedure informs applicants what they can do if they feel that they have grounds for an appeal.

**Please note that separate procedures exist for current students who wish to submit an academic appeal to the University**

## 2. Definitions

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2.1. This Procedure applies to all applicants to BCOM where it is necessary for an applicant to meet the stated entry requirements

2.2. An appeal is a formal request for reconsideration of a decision on an application or the wording/ terms/ conditions of an offer.

Appeals will only be considered on the following grounds:

- a. **Procedural irregularity where the Applicant believes BCOM has not adhered to the Policy.** Providing that the decision can be shown to have been reached fairly and in accordance with the Policy and the College's published selection criteria, the original decision will not be overturned. Should an Applicant believe that the Policy has been wrongly applied this Procedure provides an opportunity for the Applicant to Appeal;
- b. **The emergence of new material information which may have affected the decision.** Applicants will need to provide details giving the reasons as to why this information was not available at the time of application. Please note that BCOM's acceptance of such new material information is at its sole discretion and that if the College finds that this information was available or known to the Applicant at the time of application, and was not included in the application, it will not be considered as new material information; and
- c. **Evidence of bias or prejudice.** Applicants will need to provide specific examples with supporting documentation to evidence this.

Applicants are advised that there is no right of appeal against the academic or professional judgement of those making the decision on an application. On a successful Appeal, the usual process will be for BCOM to reconsider the Applicant's application, taking into account the findings of (a), (b) and (c) above.

### 3. General Principles

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3.1. BCOM will seek to ensure that all Appeals are treated seriously and dealt with promptly and with fairness and consistency. This Procedure sets out clear timescales for the submission of Appeals and clear timescales for Applicants to expect a response from the College. If an Appeal is upheld, BCOM will take such action or provide such remedy as may be appropriate and will do so promptly. If an Appeal is not upheld, the reasons for the decision will be communicated to the Applicant.

3.2. Applicants can expect their Appeal to be dealt with confidentially and that their privacy will be respected. However, it may be necessary to disclose information to others within BCOM in order to reach a resolution to an Appeal.

3.3. Applicants are expected to respond within **5** working days to requests for additional information or documentation. It should be noted by Applicants that delays in responses to such requests may result in a place no longer being available for them in the current year of entry, should an Appeal be upheld.

3.4. An applicant may submit an Appeal only on his or her own behalf; an Appeal submitted by a third party will not be accepted unless accompanied by written authorisation from the Applicant.

3.5. This Procedure undergoes periodic review and its content is informed by external sources such as GOsC, The University of Plymouth, the Quality Assurance Agency (QAA), Supporting Professionalism in Admissions (SPA) and the Office for Students (OfS)

3.6. BCOM ensures that staff working in recruitment, selection and admissions roles are familiar with the Policy and this Procedure and their responsibilities under them.

### 4. Procedure

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#### 4.1. Stage 1 (Informal Stage)

Applicants should request in writing feedback from admissions staff at BCOM. In most cases this will help Applicants to understand why their application was unsuccessful. This stage also allows for an informal review of the decision in the event of an error having been made. Applicants should undertake Stage 1 of this Procedure in a timely fashion in order to comply with the timeframes set out under Stage 2.

#### 4.2. Stage 2 (Formal Stage)

4.2.1. If the Applicant remains dissatisfied and believes that they have grounds for Appeal they should make an Appeal within **20 working days** of the original application decision being made by completing the Appeals form and sending it to the Admissions Team see section 5 for contact details.

4.2.2. The Applicant may seek advice and guidance from the University of Plymouth Students' Union <https://www.upsu.com/>

4.2.3. Applicants should ensure that they provide details of the circumstances of their case, including a copy of the feedback provided at Stage 1, give an indication of the actions they have already taken to try to resolve it, and state clearly the remedy that they are seeking.

4.2.4. On receipt of a Stage 2 Appeals Form (see Appendix 1) a member of the Admissions Team will initially consider whether the appeal is made on one or more of the grounds specified in paragraph 2.2, and if it has been submitted in the timeframe specified in 4.2.1. If this test fails, the Applicant will be notified within ten working days of the appeal being received that the appeal is not eligible with the reasons given. There will be no opportunity of the student to appeal against this decision. Any further appeal would have to be made under Stage 3 the Formal Review Stage.

4.2.5. The Admissions Team will also determine if the Appeal is valid under the grounds set out in paragraph 2.2. An Applicant whose Appeal does not meet the required grounds will be informed of this in writing. Valid Appeals will be considered by the Head of Osteopathy (or their nominee, who must not be a person involved in the initial decision [or Stage 1]).

4.2.6. Applicants will normally be informed of the outcome of their Appeal in writing within **20** working days. If BCOM is unable to reach a decision within the stated timescale, the College will inform the Applicant of the expected timescale for a full response.

### **4.3. Stage 3 (Formal Review Stage)**

4.3.1. Applicants who are dissatisfied with the outcome of Stage 2 can request the Appeal to be reconsidered under Stage 3. This should normally be requested within **20 working days** of receipt of the outcome of the Appeal under Stage 2.

4.3.2. Requests for reconsideration under Stage 3 must be made in writing to the Academic Partnerships office at the University of Plymouth via the email address or postal address indicated in section 5 and must indicate the reason for the escalation and why their concerns raised at Stage 2 have not been addressed.

4.3.3. It is not envisaged that Stage 3 Appeals will involve the submission of new material information, i.e., material information not submitted at Stage 2. If Applicants wish to submit new material information they will need to provide details giving the reasons as to why this information was not available at the time of their Stage 2 Appeal. Please note that BCOM's acceptance of such new material is at its sole discretion.

4.3.4. The request for reconsideration under Stage 3 will be considered by Academic Partnerships at the University of Plymouth. Responses to any requests to provide further information and/or documentation to help with the investigation of the Appeal must normally be received within **10 working days**.

4.3.5. Applicants will normally be informed of the outcome of Stage 3 Appeals in writing by the Head of Academic Partnerships (or nominee) within **20 working days**. The outcome of the Stage 3 Appeal will be final.

4.3.6. If the Appeal is upheld, in all circumstances [the Admission Team and the University of Plymouth] 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.

## 5. Submission of Stage 1, Stage 2 and Stage 3 Appeals

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Appeals under *Stage 1* must be submitted in writing and be sent to:

Email : admissions@bcom.ac.uk  
Admissions,  
Frazer House, 6 Netherhall Gardens,  
London, NW3 5RR  
Tel: 020 7435 6464

Admissions under *Stage 2* must be submitted on the Appeals Form (see appendix 1) and also sent to Admissions at the address above.

Appeals under *Stage 3* must be submitted on the Appeals Form (see Appendix 2) and be sent to:

Email: academicpartnerships@plymouth.ac.uk  
Academic Partnerships  
University of Plymouth  
Drakes Circus  
Plymouth  
PL4 8AA

## 6. Storage and Processing of Information

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All information provided in relation to this Procedure will be used solely for the purpose of handling an Applicant's Appeal, in accordance with Procedure outlined above. All applicants are requested to read the College's Admissions Policy and Privacy statement which can be found on the BCOM website at <https://www.bcom.ac.uk/admissions-courses/admissions/>

The personal data held about an Applicant is processed in accordance with the General Data Protection Regulation 2018. It is shared internally only where appropriate in order to meet the purposes detailed above. All data is held and processed in accordance with the requirements of the General Data Protection Regulation 2018. On an annual basis, anonymous statistical information on Appeals will be compiled and reported to the Academic Board.

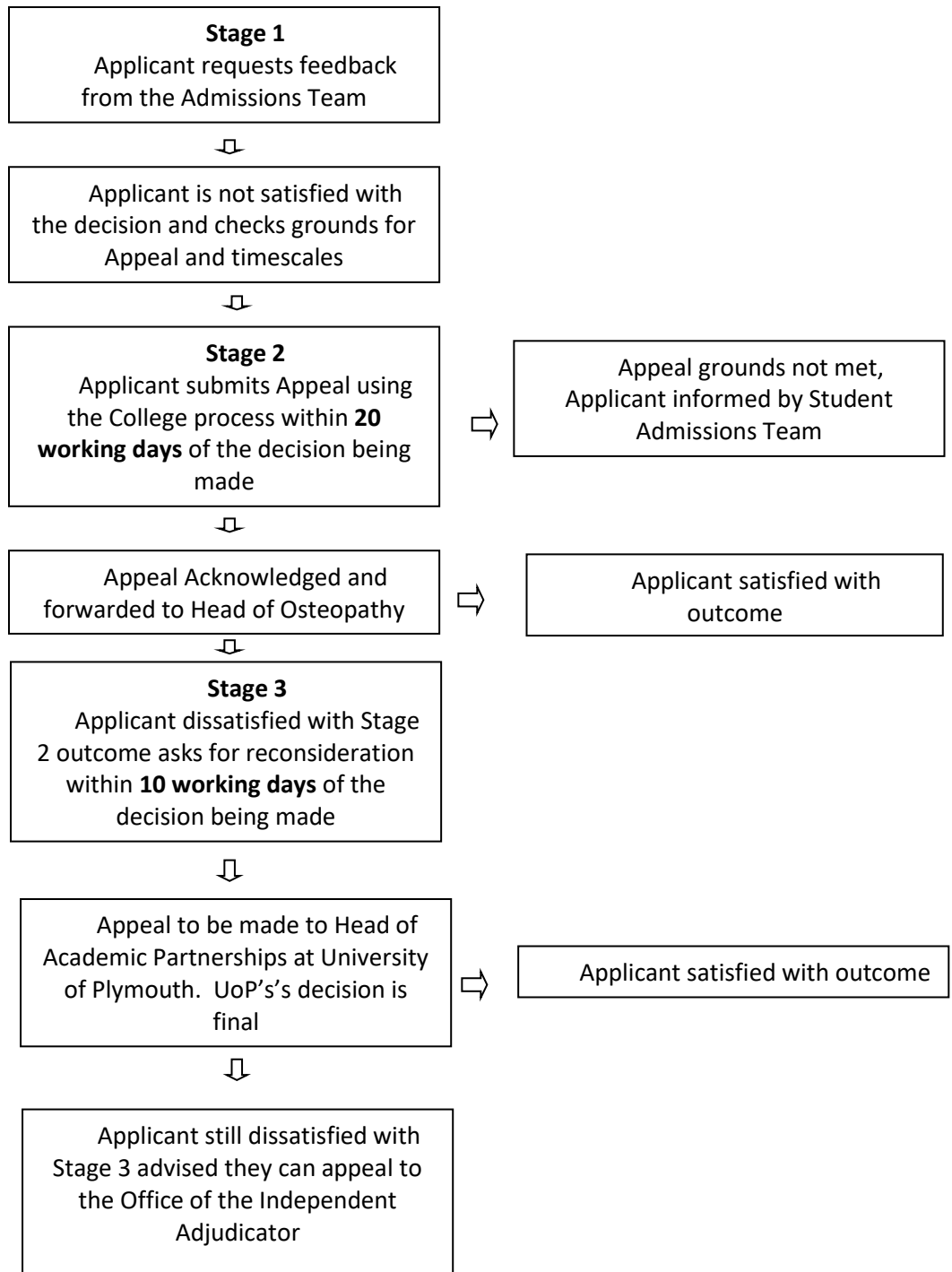
## 7. Accessibility

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BCOM endeavours to ensure that this Appeals procedure remains easily located and accessible to applicants via the College website. It will also be provided in writing and (where necessary) verbally, to any Applicant who specifies their intention to register a formal complaint.

## 8. Process Summary – Appeals

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## **Appendix 1: BCOM Appeals Form for Stage 2**

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**British College of Osteopathic Medicine  
Appeals Procedure for Applicants  
Stage 2**

The completion and submission of this form initiates an appeal and should be used in conjunction with the Appeals Procedure for Applicants. You should submit this form within 20 working days of the date of your decision and the completed form should be sent via email to: [admissions@bcom.ac.uk](mailto:admissions@bcom.ac.uk)

or via post to:

Admissions,  
Frazer House,  
6 Netherhall Gardens,  
London, NW3 5RR

<b>Surname</b>		<b>First Name</b>	
<b>Date of Birth</b>		<b>UCAS Number</b>	
<b>Course Title</b>			
<b>Home Address</b>			
<b>Home Telephone</b>		<b>Mobile Telephone</b>	
<b>Email Address</b>			

Please tick one of the following options:

I wish to appeal against a decision made on my application on the grounds of: <ul style="list-style-type: none"> <li>Procedural irregularity, where the applicant believes that the College has not adhered to its own stated procedures;</li> </ul>	
<i>or</i>	
I wish to appeal against a decision made on my application on the grounds of: <ul style="list-style-type: none"> <li>The emergence of new information which may have affected the decision (with adequate reasons why it was not made available at the time of application);</li> </ul>	
<i>or</i>	
I wish to appeal against a decision made on my application on the grounds of: <ul style="list-style-type: none"> <li>Evidence of bias or prejudice</li> </ul>	

Please note that the College will not review an application where the applicant is simply dissatisfied with the academic or professional judgement of those making the decision.

Prior to making a Stage 2 appeal, please contact the Admissions Office at BCOM to whom you applied to **request feedback** on your unsuccessful application (Stage 1), and include it as part of your appeal.

Please provide specific details of your appeal below, giving an indication of the actions you have already taken and state clear the resolution you are seeking (please continue on a separate sheet if necessary)

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Are you attaching any additional documentation	Y/N
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If YES, please list. Please note that all information should normally be accompanied by this form as it may not be possible to consider material which is submitted later in the process without good reason	
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Confirm the date of your decision from the College	Date	
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Have you already discussed your appeal informally (Stage 1 with Admissions at BCOM?)	Y/N
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If yes, please provide details	
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<b>Declaration</b>	<b>I declare that the information provided on this form is true and accurate</b>
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<b>Signed</b>		<b>Date</b>	
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**Appendix 2: BCOM/University of Plymouth Appeals Form for Stage 3**



**British College of Osteopathic Medicine/University of Plymouth  
Appeals Procedure for Applicants**

**Stage 3**

The completion and submission of this form initiates an appeal and should be used in conjunction with the Appeals Procedure for Applicants. **It should only be used once Stages 1 and 2 have been completed with the College.** You should submit this form within 10 working days of the date of your decision and the completed form should be sent via email to: [academicpartnerships@plymouth.ac.uk](mailto:academicpartnerships@plymouth.ac.uk)

or via post to:

Academic Partnerships  
University of Plymouth  
Drakes Circus  
Plymouth  
PL4 8AA

<b>Surname</b>		<b>First Name</b>	
<b>Date of Birth</b>		<b>UCAS Number</b>	
<b>Course Title</b>		<b>College</b>	<b>BCOM</b>
<b>Home Address</b>			
<b>Home Telephone</b>		<b>Mobile Telephone</b>	
<b>Email Address</b>			

Please tick one of the following options:

I wish to appeal against a decision made on my application on the grounds of: <ul style="list-style-type: none"> <li>Procedural irregularity, where the applicant believes that the College has not adhered to its own stated procedures;</li> </ul>	
<i>or</i>	
I wish to appeal against a decision made on my application on the grounds of: <ul style="list-style-type: none"> <li>The emergence of new information which may have affected the decision (with adequate reasons why it was not made available at the time of application;</li> </ul>	
<i>or</i>	
I wish to appeal against a decision made on my application on the grounds of: <ul style="list-style-type: none"> <li>Evidence of bias or prejudice</li> </ul>	

Please note that the University of Plymouth will not review an application where the applicant is simply dissatisfied with the academic or professional judgement of those making the decision.

Prior to making a *Stage 3* appeal, please make sure you have undertaken *Stages 1 and 2* via the Admissions Office at BCOM, and include these as part of your appeal.

Please provide specific details of your appeal below, giving an indication of the actions you have already taken and state clear the resolution you are seeking (please continue on a separate sheet if necessary)

Are you attaching any additional documentation	
Y/N	
If YES, please list. Please note that all information should normally be accompanied by this form as it may not be possible to consider material which is submitted later in the process without good reason	
Confirm the date of your decision from the College	Date
Have you already undertaken Stages 1 and 2 with Admissions at BCOM?	
Y/N	
If yes, please provide details and attach the written feedback from both stages of your appeal	

<b>Declaration</b>	<b>I declare that the information provided on this form is true and accurate</b>		
<b>Signed</b>		<b>Date</b>	

