

THE INSTITUTE OF CANCER RESEARCH: ROYAL CANCER HOSPITAL

PROCEDURE

Appeals and Complaints Procedure for Applicants: Annex to the Admissions Policy

1. Purpose of the procedure

To safeguard the interests of prospective students, the Institute of Cancer Research (the ICR) has established an Appeals and Complaints Procedure for Applicants. Applicants will not be disadvantaged in any way if they use the ICR's Appeals and Complaints Procedure.

2. Data protection

Due to Data Protection legislation the appeal or complaint must be submitted by the applicant or from someone to whom the applicant has given consent, in writing, to act on their behalf.

3. Definitions

3.1 Appeal

An appeal is defined as a request for the reconsideration of a decision on an application. The outcome of a successful appeal would be to reconsider the candidate's application with a view to either changing or upholding the original decision.

3.2 Complaint

A complaint relates to the services or facilities offered by the ICR or to the actions or behaviour of a member of staff during the selection process. If upheld, the remedy for the complaint could, for example, include an apology or an undertaking to revise procedures.

4. Grounds for Appeal

Applicants can use the following grounds to appeal or complain against the ICR's decision:

4.1 **Procedural irregularity**, where the applicant believes that the ICR has not adhered to its own stated procedures;

4.2 **The emergence of new material information which may have affected the decision**. In such cases the applicant must also provide details of why the new material information was not made available at the time of application. Please note that if this information was available or known to the applicant at the time of application and was

not included for whatever reason, it will not be considered as new material information.

4.3 Evidence of bias or prejudice

Applicants are advised that there is no provision for appeal against the academic or professional judgement of those making the decision on an application.

5. Time limits

An appeal or complaint should normally be submitted within 20 working days from receiving a decision to an application.

6. Making an Appeal or Complaint

There are three stages to the ICR's Appeals and Complaints Procedure.

6.1 Stage 1: Feedback

Prior to initiating an appeal, if they have not already done so, applicants are required to request feedback on their application from the course to which they applied. As stated in the ICR's Student Admissions policy, feedback is provided to enable applicants to reflect on their progress through the application process and does not constitute a reconsideration of an application or a challenge to the ICR's decision on an application. Feedback may be given in person, over the telephone or in writing, at the discretion of the course admissions staff.

6.2 Stage 2: Appeal/complaint

If an applicant is not satisfied with the feedback at Stage 1, they may make an appeal or complaint. To do so, the applicant should complete the Stage 2 form and send it to the Deputy Director of Academic Services¹. Please note that it is important to include all required information as stated in the form.

Upon receipt of the form, the Deputy Director of Academic Services will log the appeal or complaint and together with a member of the Academic Dean's Team will investigate the concerns raised by the applicant. The Deputy Director of Academic Services will normally respond in writing to the applicant within 20 working days from the receipt of the appeal or complaint.

6.3 Stage 3: Re-appeal

If the applicant is not satisfied with the outcome of the appeal or complaint, it can be escalated further to the final stage of the procedure. This should normally be done within 20 working days from receipt of the response to the appeal or complaint at the second stage.

A re-appeal should be sent in writing to the Registrar, clearly listing the reasons for escalating the appeal or complaint to Stage 3. The request

¹ References in this Procedure to named postholders include references to a nominated alternate.

should include all relevant information relating to the outcome of the previous two stages.

At this stage, an investigation will be undertaken by the Registrar in conjunction with the Academic Dean. A letter of response will normally be sent to the applicant within 20 working days from receipt of the letter. Stage 3 completes the Appeals and Complaints Procedure for Applicants.

7. Storage and Processing of Appeals and Complaints Information

By signing an Appeal or Complaint form an applicant agrees that the Institute of Cancer Research can process the disclosed information for all purposes relating to the Appeal and Complaint Procedure for Applicants, and to their application to the ICR. The information will be stored and processed in accordance with the Institute of Cancer Research registration under the Data Protection Act (1998). It may be disclosed to those members of the ICR who have a need to see it, and will be stored as part of the ICR's record of your application.

APPLICANTS AND COMPLAINTS PROCEDURE FOR APPLICANTS PROCESS SUMMARY

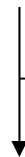
The applicant wishes to request feedback from the course



STAGE 1 – Feedback The applicant will contact the admissions staff in the relevant course normally within 20 working days.



The course admissions team will investigate and respond to the applicant normally within 20 working days.



The applicant is satisfied with the feedback and the matter is resolved.

The applicant is still not satisfied with the decision.



STAGE 2 – Appeal/complaint The applicant will initiate an appeal or complaint by completing the Stage 2 form and sending it to the Deputy Director of Academic Services normally within 20 working days.



Upon receipt, the appeal/complaint will be investigated by the Deputy Director of Academic Services and a member of the Academic Dean's Team and a response sent to the applicant normally within 20 working days.



The appeal or complaint is resolved by the Deputy Director of Academic Services.

The applicant is still not satisfied with the decision.



STAGE 3 – Re-appeal The applicant will request a re-appeal by writing to the Registrar within 20 working days.



The Registrar will consult with the Academic Dean and a final decision will be sent to the applicant normally within 20 days.

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APPEALS AND COMPLAINTS PROCEDURE FOR APPLICANTS

STAGE 2

The completion and submission of this form initiates an appeal or complaint and should be used in conjunction with the Appeals and Complaints Procedure for Applicants. The completed form should be sent to:

Head of Registry
The Institute of Cancer Research
2nd Floor, Sir Richard Doll Building
15 Cotswold Road
Belmont, Sutton
Surrey
SM2 5NG

1. Please indicate whether you wish to make an appeal or a complaint.

Appeal Complaint

2. If you wish to make an appeal please indicate the grounds on which you wish to appeal.

- A. Procedural irregularity, where the applicant believes that the ICR has not adhered to its own stated procedures;
B. 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); or
C. Evidence of bias or prejudice

Please select as appropriate:

A B C

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

3. Please complete the sections below.

| SECTION 1: PERSONAL DETAILS | | | |
|-----------------------------|--|------------------|--|
| SURNAME | | FIRST NAME | |
| DATE OF BIRTH | | APPLICATION No. | |
| COURSE TITLE | | | |
| ACADEMIC SCHOOL | | | |
| HOME ADDRESS | | | |
| | | | |
| | | | |
| HOME TELEPHONE | | MOBILE TELEPHONE | |
| EMAIL ADDRESS | | | |

SECTION 2: DETAILS OF APPEAL OR COMPLAINT

If necessary, please attach additional information.

(a) Please give specific details of your appeal/complaint which should include the dates of incidents and events as appropriate.

(b) Please provide any other information which you feel is relevant. 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.

Please give details of any attached documents:

DECLARATION

I declare that the information in this form is true and accurate.

Signed

Date