

POLICY TITLE	APPLICANT COMPLAINTS POLICY
POLICY OWNER	DIRECTOR OF RECRUITMENT AND ADMISSIONS
POLICY OPERATOR	UCC ADMISSIONS OFFICES
DATE APPROVED	19/11/2021

### PURPOSE

This Applicant Complaints Policy and Procedure reflects University College Cork’s commitment to providing an excellent, fair and equitable experience for its prospective students and applicants and acknowledges that individuals may, on occasion, feel the need to make a complaint.

### SCOPE

This Policy is an important part of the University’s [Quality Assurance](#) mechanisms, providing a forum for applicant complaints to be resolved in accordance with principles of accountability and transparency. This Policy is intended to assist both applicants and admissions staff in the resolution of complaints promptly and fairly. This policy will not relate to complaints made by staff or former students, or to complaints that should be made under other University Policies, such as the [Student Complaints Policy](#). Complaints are distinct from [appeals](#) and will not give rise to a different admissions decision.

### RELATED PROCEDURE

1. Applicant complaints should, as far as possible, be raised with the individual involved, in the relevant Admissions office.
2. Where the matter cannot be resolved at this level, the applicant may progress the matter to the Head of the relevant Admissions office; the [Undergraduate Admissions Office](#); [Graduate Studies Office](#); or the [International Office](#). Complaints being raised to the Head of Office should be made in writing / by email and within 10 working days of the incident described. After 10 days has elapsed, the complaint may not be considered.
3. The Head of the relevant Admissions Office will respond to the raised complaint within 15 working days.
4. Where the matter is not resolved by the Head of the relevant office, it may be escalated in writing to the Director of Recruitment & Admissions, who will consider the complaint, where appropriate. The decision of the Director should be considered final and will be communicated in writing within 15 working days unless exceptional circumstances arise.