

**Central
Film
School**



Central Film School

**Admissions Appeals and
Complaints Procedure**

2023

A representation by an applicant against an aspect of the student admissions procedure may take one of two forms:

1. A appeal against an admissions decision
2. A complaint against some part of the procedure, even if a decision has been favourable to the student

In the case of externally accredited programmes the School must follow the rules of the accrediting body, which, in the case of doubt or friction will take precedence over those of the School.

All participants in an admissions appeal should be aware that the School must follow UK laws (eg. on arrangements for the admissions of the students resident outside of the UK)

An admission complaint (2 above) will be dealt with by any combination of verbal or written means in line with the more general procedures for receiving and dealing with complaints to the school from individuals who are not currently students or members of staff.

An appeal against an admissions decision (1 above) must be made formally in writing by the applicant. The written appeal must set out the grounds for appeal. There are three possible grounds for appeal:

- a. School has not followed correct admissions procedures
- b. More information from the applicant is now available
- c. School's first decision was perverse

The written admissions appeal must state the remedy sought, the applicant's reasoning and evidence, and must supply any fresh admissions information which the applicant wishes the School to consider.

The admissions appeal procedure will take the form of a reconsideration of the original application alongside the appeal material. The reconsideration will follow the general admissions procedure for that programme. The appeal correspondence and the applicant's application materials will be considered by a team of (at least) two members of staff. Wherever possible, these staff will be unconnected with the scrutiny of the original application. The admissions appeal team will report to the Chief Executive Officer, who will communicate to the applicant the School's decision on the appeal. The School's decision in any admissions appeal or complaint will be communicated in a conclusion of proceedings letter to the applicant.

Following consideration of an admissions appeal or complaint (as detailed above), no further appeal is allowable. Further external mechanisms (eg. the procedures of the awarding body, those of the Quality Assurance Agency, English and Welsh Law) are available to the applicant.

Under legislation brought in by the Competitions and Markets Authority in 2015, students who are not satisfied with the outcome of any admissions appeal or complaints procedure have the right to apply to the Officer of the Independent Adjudicator.

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