

Complaints

The applicant should first raise their complaint informally with a member of the Admissions Team. In most cases, this would be the member of staff who processed the application, unless the complaint is about that individual. In those cases, the complaint may be addressed to an Admissions Assistant or Admissions Officer.

If the applicant is unable to resolve the complaint informally, they should complete the complaints form on the College's website (link below) or from the Admissions Office.

The Admissions Officer will acknowledge that they have received the complaint and will then investigate the complaint and submit a written response within 10 working days of receipt of the complaint. However, in exceptional circumstances this can be extended to 20 working days. The reason should be recorded and the complainant informed.

If the applicant is not satisfied with the outcome of the Senior Admissions Officer's investigation, the applicant may write to the Head of Admissions.

The Head of Admissions' decision, following the completion of the process, will be considered final. However, where the nature of the complaint is deemed to be of a serious nature or may be related to a breach of the law, the complaint should be immediately escalated to the Registrar or a member of the Senior Management Team for Guidance.

Process		Who will assist me?
Informal	Informal Discussion	Admissions Team
Formal	Submit Online Complaint Form Click Here	Admissions Officer
Written	Submit A Written Complaint to registrar@oxfordbusinesscollege.ac.uk	Head of Admissions

Appeals

The OBC Admission Department allows prospective applicants to appeal the outcome of their application.

The College will only consider appeals that are:

- contesting the final decision on an application.
- made by the applicant in writing to the Admissions Panel, using the appeals form. (please click link below).

All unsuccessful applicants will also receive the form through their online application, once a decision has been sent.

The appeal must be made within 20 working days of the date on which the College first informed the applicant through their online application. The Admissions Panel will respond to the appeal within 10 working days. However, in exceptional circumstances this can be extended to 20 working days. The reason for the extension should be recorded and an acknowledgment letter should be sent to the complainant.

Applicants can appeal a decision of refused admission if they can show that:

- They were not properly assisted though the admissions process or not given the information they needed at the right time
- There was a clear administrative error or oversight in reviewing the application (for example supporting evidence provided was not considered)
- OBC has not followed its normal procedures, or applied them fairly, and this can be shown to have affected the decision of refusal

Where the appeal is upheld, the response will indicate the outcome of the College's reconsideration of the application.

The Admissions Panel's decision will be final.

Who will assist me?

