Code of practice for undergraduate admissions

Academic entry year 2027/28

Contents

Context 1
Purpose 1
Principles 1
Roles and responsibilities 2
Admissions criteria and selection principles 2
English Language 3
Extenuating circumstances 4
Interviews and auditions 4
Deferred entry 4
Direct entry 5
Plagiarism 5
Feedback 5
Applicant's conduct 6
Age on entry 6
Fair access 6
Mature 6
Widening Participation and Outreach 7
Contextual Admissions 7
In2Surrey scheme 7
Applicants with a disability 7
Student visas 7
Academic Technology Approval Scheme (ATAS) 8
Criminal convictions 8
Fraudulent and misleading applications 8
Data protection 9
Complaints 9
Monitoring and review 9
Appendix A – Students Under 18 11
Appendix B – Admissions Complaints guidance 14
Appendix C – Related documents 16

Context

1. The University of Surrey is committed to excellence in admissions and adhering to the principles of fairness and transparency as referred to by the Office for Students guidance.

2. The University is enhanced by the presence of a diverse student body which includes students[1] both from within the UK and from overseas, and applications from as wide a range of students as possible are actively encouraged.

Purpose

3. The purpose of this *Code of practice* is to ensure that the University is treating all applications fairly and according to the principles set out in the University Quality Framework, including *Regulations for Foundation Year*, *Regulations for taught programmes*, etc.

4. The University's admissions practices are designed to consider all applications on the basis of applicants' achievements and potential to successfully complete their chosen programme of study.

Scope

5. This document is the overarching *Code of practice for undergraduate admissions* for the University of Surrey. It is relevant to applicants applying to study a Foundation Year programme, Degree Apprenticeship or an undergraduate degree at the University of Surrey, from the UK and overseas.

6. This *Code of practice* does not cover applications to study pathway programmes offered by the International Study Group (isc.surrey.ac.uk).

7. This *Code of practice* is intended to provide information for applicants, their parents or advisers, and for staff within the University of Surrey on the key principles relevant to applications for undergraduate study. It outlines the University's approach to a number of matters relating to the processing of applications and explains the institutional, national, and legal context within which the admissions' function operates.

Principles

8. The University of Surrey offers a high-quality learning environment, which supports students to achieve their full potential in academic discipline and prepares them for professional life. The key principle of the University's approach is that all applicants are considered primarily on merit and their academic potential.

9. The University is committed to securing and promoting the freedom of speech of their students and staff (See *Freedom of Speech Code of Practice*). These commitments also apply to admissions of undergraduate students such that no prospective student will be denied admission to the University for their lawful speech or expression, however controversial or unpopular their ideas or opinions may be, including when their speech may have caused offence.

[1] All references to students also apply to learners on Degree Apprenticeship programmes

10. The University's *Code of practice for undergraduate admissions* is committed to:

- Providing transparent, consistent, and efficient information
- Selecting applicants who are able to complete the programme as judged by their achievements and potential
- Using reliable assessment methods, including consideration of evidence provided, and, where appropriate, auditions and interviews
- Minimising barriers in line with the University's access and participation plans approved by the Office for Students.

11. Initially, applicants will be considered for entry based on the following criteria:

- Review of prior academic achievement of the applicant
- Review of predicted examination results where results are not yet known
- Review of the personal statement in support of the application
- Review of the referee's assessment of an applicant's ability
- Review of relevant work experience.

See paragraphs 16-20 below for full details of admissions and selection criteria.

Roles and responsibilities

12. The University Education Committee (UEC) is responsible for this *Code of practice* that covers admissions processes at undergraduate level.

13. The Vice-Chancellor, together with the University Executive Board, is responsible for setting the entry criteria for the admission of students. The minimum entry requirements for academic programmes are revised and confirmed on an annual basis.

14. The role of the University of Surrey Admissions department is to ensure that policies and procedures are implemented in a fair and consistent way in line with relevant legislation and the University strategy. The Admissions department make decisions on individual applications for most programmes, applying established criteria.

15. Admissions Tutors make decisions on individual applications in cases where these decisions cannot be made by the Admissions department.

Admissions criteria and selection principles

16. Entry requirements are updated on an annual basis in light of changing academic requirements in a timely fashion. Rarely, some exceptional late changes to the entry requirements may be applied after the University prospectus has been printed. This means that sometimes these requirements do not reflect the information published in the hard copy of the undergraduate prospectus. The University recommends that applicants look at the information in the course listings on the University of Surrey online programme pages as the source of the most up-to-date information. The University of Surrey academic entry requirements are also published on the UCAS website.

17. The University aims to select those applicants who are likely to succeed academically and benefit from its academic programmes. Aptitude for an individual programme is the primary criterion for selection, and an academic decision will always be reached on

an application before other lawful factors such as criminal convictions are taken into account.

18. The selection criteria and process ensure the following:

- Decisions are fair and consistent in relation to the published entry criteria
- Evidence of a candidate's potential to succeed on the programme is taken into account
- Where appropriate, Admissions staff may consider legally relevant contextual factors in relation to an application
- We operate a transparent selection process. Selection may be on the basis of an application form (with or without additional required written work or a portfolio) or an application form plus an audition/interview. Where interviews or auditions form part of the selection process, candidates will be informed of the process in advance
- We communicate outcomes to the applicant in a timely way. The University will communicate via email and Surrey Self-Service and, where applicable, via UCAS.

19. All applicants are required to submit official documentation to fulfil the entry criteria; this will include official translations into English.

20. Before applying applicants should consider the following points:

- The details of programme-specific entry criteria on the programme pages of the University website and on the UCAS website
- Prior to entry, minimum levels must be obtained in GCSE (or equivalent) qualifications in English Language, Mathematics and, in some cases, Science. The details of these requirements are published on the programme pages of the University website
- Applicants must provide evidence that they possess at least the minimum level of English Language proficiency as set by the University Education Committee and the Senior Leadership Team for UK Recruitment and Admissions. Details of the English Language requirements are published on the programme pages of the University website
- Applicants who have non-standard qualifications, or have work experience they wish to have assessed, may be considered on an individual basis in line with the general aims and principles of the Admissions and *RPL/RPC policies* (Recognition of prior learning or credit). For further details please refer to the *Code of practice for the recognition of prior learning and prior credit: taught programmes*
- Entry onto some programmes of study requires applicants to meet additional non-academic conditions. These conditions usually apply to programmes that have professional requirements and may include Disclosure & Barring and Fitness to Study clearance. Where such clearance is required, information will be provided in programme literature and advice given to applicants.

English Language

21. All applicants must meet the University's minimum English language level through the most recent evidence of one of the following prior to admission:

- An approved Level 2 equivalent qualification including country equivalent
- An approved English Language test taken within 2 years prior to the start of the course

- Successful completion of the appropriate Pre-sessional English Language programme offered by the University of Surrey, provided it is completed immediately preceding the main degree programme or with exceptional agreement
- Successful completion of an English Language assessment at the required level according to a University partnership agreement.

22. Applicants can also be exempted from completing one of the above requirements (see paragraph 21) if they are a national of a majority English speaking country or have studied for a minimum of one full academic year, and successfully completed a qualification at least equivalent to a UK Bachelors taught in English. For further details please visit the language webpage.

23. In some cases, a student will present a variety of pieces of evidence, sometimes conflicting, regarding English language ability. The principle here is to assess the student on the **most recent** piece of evidence, whilst still taking other evidence into account, except that an IELTS taken no more than 6 months before the end of a degree course takes precedence over degree study. Where a student registers for an IELTS test but subsequently withdraws without taking the test, they are judged on the other criteria and evidence of the cancelled test will be required.

Extenuating circumstances

24. Extenuating circumstances are non-academic factors which may include illness, family circumstances, personal responsibility or instability affecting the school or the college where these may have had an adverse effect on a student's educational attainment.

25. Applicants should first submit their extenuating circumstances to their exam boards for consideration and await a decision from the boards before contacting the University. The University will usually only consider extenuating circumstances where an exam board has not already made special dispensation post-examination to a student's grades. In these cases, applicants should contact headofadmissions@surrey.ac.uk confirming which exam board the qualifications were taken from.

26. All extenuating circumstances will be dealt with on an individual basis and with the strictest confidence, but it is important to note that submitting extenuating circumstances does not guarantee that the University will be able to accept applicants who do not meet the conditions of their offer.

Interviews and auditions

27. Some academic Schools and Departments may use interviews or auditions to assess applications. Where this is the case, they may interview or audition all candidates whose UCAS applications meet their academic criteria, or they may interview only a proportion of candidates, for example where applicants are presenting non-standard qualifications, or where the applicant is a mature candidate.

Deferred entry

28. It is not possible to defer an application for programmes in Medicine and Veterinary Medicine and Science, and the majority of courses in the Guildford School of Acting (GSA) or the School of Health Science. This is due to the limited number of places

available each year and possible changes to the professional requirements each cycle. For all other programmes, applicants may indicate on their UCAS application that they wish to defer entry for a year or may contact us in writing later in the application cycle, but no later than 31 August. Applicants seeking to defer their entry should be aware that any offer conditions must be met by the end of the application cycle for the year in which they submitted their UCAS application.

Commented [AT1]: Nursing now able to accept deferred applicants.

29. Applications which indicate at the outset that they are for deferred entry will be considered against the entry criteria for the year in which they apply, except for any interview programmes that have professional requirements such as Health Sciences, Medicine, or Veterinary Medicine. Applicants may only be considered for a bursary or scholarship for the cycle in which their application is received.

30. Unless there are exceptional circumstances, the University does not normally permit applicants who apply to us through the Clearing process to defer their entry.

31. Normally, applicants are not permitted to defer entry for more than one year. Applicants, who would like to defer for more than one year, are usually expected to make a new application through UCAS.

Direct entry

32. Applications may be considered from applicants who are seeking direct entry into the second or third year of a course. However, we will need to be satisfied that the applicant has covered all the core material contained in the syllabus for the previous year(s). It is therefore important that applicants who wish to be considered for direct entry send us copies of transcripts of their previous studies and any other supporting information. Applicants may be required to attend an interview or submit a piece of work as part of the selection process.

33. Applicants should contact Admissions before applying as not all programmes are able to accept direct entrants.

34. Further information can be found in the *Code of practice for the recognition of prior learning and prior credit: taught programmes.*

Plagiarism

35. UCAS carries out checks on each personal statement for potential plagiarism (the copying of material without appropriate acknowledgement). Where evidence of plagiarism is found, UCAS will notify both the applicant concerned and the University of Surrey. The University reserves the right to reject applicants who are identified through this process.

Feedback

36. The University will provide feedback on request, within the constraints of resources available. There may be cases where highly specific or tailored feedback may not be possible. Applicants must be aware that feedback will only be given directly to them, unless the University has received written permission that the applicant is willing for the matter to be discussed with another individual.

Applicant's conduct

37. Applicants and their representatives should note that the University will not tolerate threatening behaviour or abusive language towards its employees or other applicants during the admissions process. Hostile or abusive behaviour or language, whether expressed verbally or in writing, will be viewed seriously and may adversely affect the consideration of an application, appeal, or complaint. Such action may include the withdrawal of an offer or the rejection of an application.

Age on entry

38. Students who will be aged 16 or 17 at enrolment are usually welcome to apply; however, this can differ by programme, as some programmes of study are bound by external professional or placement requirements concerning age. Offers for undergraduate programmes are normally made on the basis of national qualifications which will be obtained by the age of 17/18. Applicants who will be under the age of 16 on entry are not permitted to enrol at the University. Any such applicants will, where appropriate, be offered a deferred entry place. If this is not possible the application will be rejected. There is no upper age limit.

39. The University does not accept an *in loco parentis* responsibility for children (i.e. those under 18 years of age at entry). The University does, however, recognise that it has special duties of care towards children and is committed to practice that protects children, young people, and vulnerable adults from harm. The University seeks to take every reasonable step to safeguard children by adopting child protection guidelines through a code of behaviour and following appropriate procedures for the vetting and training of people who work directly with children and young people. Further details can be found here.

40. Students aged 16 or 17 whose parent or guardian resides outside of the UK must appoint a UK Guardian who can be contacted in case of an emergency. Consent and contact details must be shared using this form prior to enrolment. The UK Guardian must:
    - Reside in the UK
    - Be over the age of 18
    - Be able to speak English
    - Be contactable in an emergency
    - Have a UK postal address and telephone number
    - Not be a registered student or member of staff at the University of Surrey (unless they are directly related).

Fair access

Mature

41. The University encourages applications from mature students, believing that mature students make an important contribution to university life through their range of experience and qualifications. Anyone beginning an undergraduate programme who is aged 21 or over is classified as a mature student. Mature applicants may satisfy the entry requirements through standard academic qualifications. However, the University gives careful consideration to those who can provide evidence of their commitment to academic study through a range of other awards and experience.

Widening Participation and Outreach

42. The University of Surrey has a strong commitment to providing opportunities for talented students from all backgrounds. The Widening Participation and Outreach teams are involved in a variety of projects and initiatives which aim to redress inequality by providing targeted support to under-represented groups.

43. Further information on the University's activities in this area may be found at: surrey.ac.uk/schools-colleges.

44. The University produces an access and participation plan each year, which represents the University's overarching widening participation strategy. A copy of the University's access and participation plan can be found on the website for the Office for Students at: officeforstudents.org.uk/advice-and-guidance/promoting-equal-opportunities/access-and-participation-plans.

Contextual Admissions

45. Contextual Admissions refers to the additional information to academic qualifications, such as school performance data and socio-economic markers, that helps universities identify an individual applicant's potential to succeed in higher education. Applicants that meet one or more of our criteria listed in our Contextual Admissions webpage will likely receive a reduction in the grades required for entry. The Contextual Admissions policy cannot be used alongside any other grade reduction scheme.

In2Surrey scheme

46. The In2Surrey scheme is part of the University's Widening Participation programme. The scheme is designed for students who have the ability and desire to study at the University of Surrey and achieve their goals regardless of their personal circumstances, and can lead to a reduced offer and other benefits. The In2Surrey Scheme cannot be used alongside any other grade reduction scheme.

Applicants with a disability

47. The University of Surrey is committed to equality of opportunity for all of its students and encourages applications from students with disabilities or specific learning difficulties. The University's policy of equal opportunity ensures that all applicants are considered on the same academic grounds. It is important, however, that applicants with a disability make this known to the University so that appropriate arrangements for reasonable adjustments to support their education and learning can be made. A procedure for exploring all possible reasonable adjustments with the participation of the applicant will be followed. In exceptional cases, the University may require further advice from health professionals. Occasionally, other criteria may need to be considered, such as the requirements of professional bodies. For example, applicants to nursing programmes must undergo an occupational health check.

Applicants who have been in local authority care

48. The University is able to offer specific support to care leavers. Further details can be found on the University website surrey.ac.uk/schools-colleges/parents-and-carers.

Student visas

49. The UK government operates a points-based immigration system for all overseas students. Further details at gov.uk/government/organisations/uk-visas-and-immigration.

50. The University is licensed with the Home Office as a Student Route Visa Sponsor. To apply for a Student route Visa, applicants must have a Confirmation of Acceptance to Study (CAS). The University is under no legal obligation to sponsor any individual and exercises caution with respect to issuing a Confirmation of Acceptance for Studies (CAS) to not risk its status as a Student Route Visa sponsor.

51. CAS are issued in accordance with the Student Route Visa Sponsorship and CAS Issuing Policy, available at: surrey.ac.uk/apply/policies.

Academic Technology Approval Scheme (ATAS)

52. It is mandatory for some applicants who need entry clearance to study in the United Kingdom and who are applying to certain programmes to have an ATAS certificate. We will not be able to issue a Confirmation of Acceptance to Study (CAS) or register applicants on to the programme until their clearance has been received. For further details, please visit the Foreign and Commonwealth Office website: gov.uk/academic-technology-approval-scheme.

Criminal convictions

53. The University aims to select those applicants who are likely to succeed academically and benefit from its programmes. Being expelled from an educational institution or having a criminal conviction (as defined in the *Procedure for Expulsions and Criminal Convictions*) will not usually prevent an applicant from gaining admission to the University.

54. A failure to disclose any expulsion or relevant criminal conviction(s) (as defined in the *Procedure for Expulsions and Criminal Convictions*) is taken seriously and could result in: the withdrawal of any existing or subsequent offer of a place; or to the termination of any subsequent registration in accordance with the *Student Disciplinary Regulations* or *Regulations for Fitness to Practise*.

55. Please see the *Procedure for Expulsions and Criminal Convictions* for further details.

Fraudulent and misleading applications

56. The University follows the UCAS rules and policies concerning fraudulent applications and liaises closely with the UCAS Verification Unit to prevent fraud. We will refer to UCAS any application that we suspect to be fraudulent or to contain fraudulent information.

57. The University reserves the right to cancel an application or withdraw any offer made on the basis of an application which we have found to be fraudulent. Any student found to have been admitted on the basis of fraudulent information may have their studies terminated. International students who have been admitted on the basis of fraudulent information may have their studies terminated and also be reported to the relevant government agency. We may carry out credibility checks; failure to pass these checks may result in an offer being withdrawn.

58. For more information on UCAS procedures relating to the detection of fraudulent applications, please see the UCAS website at ucas.com.

Data protection

59. The University holds and processes personal data and sensitive personal data or special categories of data about its current, past, or prospective, applicants, students, alumni and others who are defined as subjects under applicable data protection laws. This is done in accordance with the applicable data protection laws. The applicable data protection laws currently include the EU General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

    Detailed information relating to how the University handles the personal data of applicants, students, and alumni can be found on our website.

60. University of Surrey and Education Agents
61. University of Surrey is a supporter of Agent Quality Framework (AQF), and signed the AQF pledge on 12 March 2024 as a symbol of our commitment to the best practices of recruiting international students. That pledge can be found at - https://www.surrey.ac.uk/sites/default/files/2025-06/AQF-pledge.pdf. As part of AQF, the University of Surrey works closely with its network of partners to ensure international students receive professional and competent guidance, ethical advice and knowledge regarding their options of studying in the UK.
62. University of Surrey has a commercial relationship with its network of education agents. A placement fee is paid to overseas representatives, who successfully enrol international students.
63. International students, who received unsatisfactory services from their representative, whilst applying to the University of Surrey, can share their feedback and report their experiences by completing the report an agent form.

Complaints

64. The University of Surrey is committed to delivering a high quality, efficient, and fair admissions service in line with its selection criteria and guidelines. In the event that an applicant wishes to make a formal complaint, the University will follow a procedure which ensures that all complaints are dealt with fairly, promptly, consistently, and with due regard to the Equalities Act. If a complaint is upheld, the University will take appropriate action. If a complaint is not upheld, the reasons for the decision will be communicated clearly to the applicant.

65. An applicant does not have the right to appeal against an academic decision not to offer them a place at the University, as long as the decision can be shown to have been reached fairly and in accordance with the University's published entry requirements and selection criteria.

66. The University will only correspond with the applicant, unless the applicant has provided written permission for the University to discuss the application with another person. Full details of the complaints policy can be found on our website.

Monitoring and review

67. This *Code of practice* is reviewed regularly by the University Education Committee and Admissions Steering Group.

Appendix A – Students Under 18[2]

1. Summary

The University may admit students (including learners on Degree Apprenticeship programmes) who are under the age of 18 years. In most cases this will be a temporary situation, as the student will be approaching their eighteenth birthday. However, this can differ by programme as some programmes of study are bound by external professional or placement requirements concerning age.

Applicants who will be under the age of 16 on entry are not permitted to enrol at the University. Any such applicants will, where appropriate, be offered a deferred entry place. If this is not possible, the application will be rejected. The University strongly recommends that applicants who will be under 17 years of age on entry consider carefully whether they would be able to benefit fully from the educational and social opportunities on offer.

The University is an adult environment and treats all its students as independent, mature individuals, and students who are under the age of 18 years will be treated in the same way. The University will correspond directly with students under 18 years of age, rather than parents.

The usual personal and academic support arrangements will apply to students who are under 18 years old. This normally includes the allocation of a personal tutor and, if the student is resident in University campus accommodation, the allocation of a student peer mentor and a member of the Residential Life team. A comprehensive range of general and more specialist student services may be available on campus to support individuals with specific learning difficulties or those requiring more specialist (e.g. counselling or mental health) support.

The University recognises that anyone under the age of 18 living in England is legally a child and that some legal restrictions apply to this group e.g. prohibition on the consumption of alcohol on licensed premises. Applicants who are under 18 should be aware that they are applying to study in an adult environment and there may be a small number of limitations for them at the University while they are under 18.

2. Parental Responsibilities

The University is not able to take on the usual rights, responsibilities and authority that parents or legal guardian(s) have in relation to a child, and it will not act *in loco parentis* in relation to students who are under the age of 18 years.

International students aged 16 or 17 must obtain the written consent of a parent or legal guardian(s) that they can live and travel independently when applying for a UK student visa.

3. Contracts

A person of 16 or 17 has the status to enter into necessary contracts for education and accommodation but, until their 18th birthday, will not be legally competent to enter into all legal contracts. The University reserves the right, where a person must be aged 18 or over to be legally competent to enter into a contract the University, to require a student's parents

[2] All references to "students" in this document also apply to learners on Degree Apprenticeship programmes.

to honour all obligations (under any contracts with the University) that the student enters into prior to their 18th birthday.

4. Student Accommodation

Parents and legal guardians should recognise that residential accommodation offered by the University is generally intended for the use of adults and that special arrangements cannot be made for students who are under the age of 18 years. Other students who share accommodation with those under 18 are not advised of this, and the University has no right or ability to undertake UK Disclosure and Barring Service (safeguarding) checks on those who live or study with students who are under 18 years of age.

5. Internet Access

Parents and legal guardians of students under 18 should note that internet access is unrestricted at the University. It is not possible for the University to limit access to any particular sites or categories of information. Students under 18 will be expected to observe the same rules and regulations about acceptable use of the internet as all other students.

6. Field trips

Programmes may involve compulsory or optional field trips, excursions, or other periods of study away from the University. Subject to the University's duties under health and safety law, the University is not able to take any additional responsibility for a student who is under the age of 18 years in relation to such activities.

7. Alcohol and Tobacco

It is illegal for alcohol or tobacco to be sold to, or bought by, individuals who are under the age of 18 years. The University will take reasonable steps to seek to ensure that the law is not broken in relation to licensed premises under the University's control but cannot undertake to supervise any individual student. The Students' Union is responsible for ensuring that appropriate arrangements are in place for its own licensed premises.

8. Holding office

Students who are under 18 years are not allowed to hold office, for example, they may not be secretary or treasurer to a sports club or other students' association.

9. Relationships with staff

Under the Sexual Offences (Amendment) Act 2000, it is a criminal offence for any person in a position of trust (which may include members of University staff) to engage in sexual activity with someone who is under 18 years.

10. Child protection

As a matter of law in England, a person under the age of 18 is a child. Where appropriate, the University will report any suspicions or allegations of abuse of children to Local Authority Social Services in accordance with the University's Child Protection policy.

11. Notification

The Residential Life team in campus accommodation and Head of Wellbeing and Welfare will have access to details of students who will be under the age of 18 years on entry to the University. Teaching and other staff will not routinely be made aware of a student's age.

12. Parental involvement

It is the University's usual policy that it deals with students (with whom it has a contractual relationship) and not with parents or legal guardians. This approach will also apply to students who are under the age of 18 years.

13. Emergency contact

Students who have not attained the age of 18 can have their refusal to receive medical treatment overridden by parents or legal guardians. However, please note that a child from the age of 16 is entitled to consent to medical treatment, and that such consent cannot be overruled by parents/legal guardians.

14. Monitoring and review

The *Code of practice for undergraduate admissions* is reviewed regularly by the University's Senior Management Team for UK Recruitment and Admissions and the University Education Committee.

Appendix B – Admissions Complaints guidance

Summary

1. The University of Surrey is committed to delivering a high quality, efficient, and fair admissions service in line with its selection criteria and policy. In the event that an applicant wishes to make a formal complaint, the University will follow this procedure to ensure that all complaints are dealt with fairly, promptly, consistently, and with due regard to the Equalities Act.

Scope

2. These procedures set out how an applicant may raise a complaint about the admission process.

3. The Complaints Procedure may be invoked by any individual who has submitted an application either via UCAS or through the University's online application system for an integrated foundation year, or an undergraduate, postgraduate taught, or postgraduate research degree.

General principles

4. An applicant does not have the right to appeal against an academic decision not to offer them a place at the University, as long as the decision can be shown to have been reached fairly and in accordance with the University's published entry requirement and selection criteria.

5. In the vast majority of cases an applicant's complaint can be handled fairly, amicably, and to the satisfaction of all concerned without the necessity of a formal complaint.

6. The University will ensure that all complaints are dealt with promptly and with fairness and consistency. There will be no discrimination against any applicant who makes a complaint.

7. If a complaint is upheld, the University will take the appropriate action and will do so promptly. If the complaint is not upheld, the reason for the decision will be communicated in a timely manner to the applicant.

8. An applicant making a complaint, and those whom the complaint is made about, can expect the complaint to be dealt with confidentially. It may be necessary, however, to disclose information to others in order to deal with the complaint and, in these circumstances, the parties concerned will be informed of such disclosure.

9. A complaint should be made by the applicant. Complaints made on behalf of the applicant by parents, representatives, school, or another third party will only be considered in exceptional cases where there are clear reasons for doing so. Complaints that are made anonymously cannot be dealt with under this Complaints Procedure.

10. This Complaints Procedure covers both the informal and formal stages in handling a complaint.

Informal complaint

11. Most complaints can be resolved satisfactorily at this stage.

12. The applicant should first raise their complaint in writing with an Admissions Officer. In most cases this should be the member of staff who processed the application, unless the complaint is about that individual. In those cases, the complaint should be addressed to the Admissions Pre-enrolment Manager.

13. A complaint must be made within 14 days of the admissions decision or any other action of which the applicant wishes to complain. Complaints made outside of this timeframe will not be considered, unless there are valid reasons why the complaint could not be made within the time scale. The Admissions Officer will respond to the complaint within 10 working days of the complaint being made and shall retain a record of the correspondence and any action taken. If it is not possible to fully respond within the 10 days, the complainant will be advised of the timescale for a full response.

14. Where the complaint concerns non-selection and the Admissions Officer is satisfied that the application was considered fairly and that the decision complies with the selection procedure, they will respond explaining the context of the decision and any selection processes that were applied. The Admissions Officer will also at this stage draw to the attention of the complainant the Complaints Procedures, should they wish to pursue the matter further.

15. In relation to complaints about all other matters relating to the admissions process, the Admissions Officer will provide written reasons for their decision.

16. If the Admissions Officer concludes that the decision was unfair and/or not in accordance with the Admissions Procedure; they will refer the complaint to the Head of Admissions.

Formal complaint

17. If the applicant is dissatisfied with the response received from the Admissions Officer or Admissions Pre-enrolment Manager, they should submit, within 10 working days of receiving the response from the Admissions Officer or Admissions Pre-enrolment Manager, a written complaint to the Head of Admissions. Any complaints received out of the timeframe will not be considered.

18. The complaint should be set out to include the informal steps that have already been taken and details of any response received, a statement as to why the applicant remains dissatisfied, and the outcome the applicant is seeking.

19. The Head of Admissions will acknowledge in writing a receipt of the complaint within 5 working days. The Head of Admissions will then investigate the complaint and submit a written response to the complainant within 14 working days from acknowledgment of receipt of the complaint.

20. The Head of Admissions' decision following completion of this process will be considered as final.

21. During the main results period or where the Head of Admissions is not available through absence a member of the Senior Management Team UK Recruitment and Admissions will handle the complaint. Their decision following completion of this process will be considered as final.

22. If the Head of Admissions has had previous involvement in the applicant's admissions process or complaints procedure for an individual, they will refer the

complaint to the Director of UK Recruitment and Admissions. The Director of UK Recruitment and Admissions' decision will then be considered as final.

Appendix C – Related documents

Freedom of Speech Code of Practice

Code of practice for the recognition of prior learning and prior credit; taught programmes

Student Route and CAS Issuing Policy

Expulsions and Criminal Convictions guidance

(https://www.surrey.ac.uk/office-student-complaints-appeals-and-regulation/declaration-expulsions-and-criminal-convictions)

Terms and Conditions of Offer

Data Policy