

Appeal Procedure for Applicants

POLICY DETAILS:

Date of approval	5 October 2016
Approving body	Academic Council
Supersedes	
Date of EIA	28 September 2016
Date of next review	<i>See departmental schedule</i>
Author	Head of Academic Registry
Responsible Executive Group area	Registrar and Secretary
Related policies and documents	<ul style="list-style-type: none"> • Admissions Policy • Complaints Handling Procedure • Admissions Terms and Conditions • Nominated Person Form
Benchmarking	<ul style="list-style-type: none"> • Supporting Professionalism in Admissions Guidance • UCAS • UK Quality Code for Higher Education: Chapter B2 Recruitment, selection and admission to higher education

1. General Principles

Glasgow School of Art (GSA) welcomes applications from all candidates with the potential to succeed in their chosen programme. GSA is committed to a policy of equal opportunities and that no applicant will be treated less favourably than another.

Our admissions practices are designed to ensure applicants are treated wholly on the basis of their aptitudes, skills and abilities and are committed to fair and transparent admissions procedures. For further detail of the admissions process please refer to the GSA Admissions Policy.

GSA recognises that there will be circumstances when an applicant is not satisfied with the outcome of their application and feel they have grounds for appeal. This document gives you guidance on the determining if you have grounds for appeal, what the procedure is and what you should expect from GSA during the process.

GSA seeks to ensure all appeals are treated with due regard and are dealt with promptly and fairly. Applicants making an appeal will not suffer any disadvantage or recrimination as a result of doing so.

2. Scope of the procedure

This procedure applies to applicants seeking entry to programmes at undergraduate and postgraduate level where the application is made to and the selection is carried out solely by GSA. It does not apply to applicants who make an application to another institution for a programme which is taught in collaboration with GSA. In these instances, the Appeals Procedure for the institution accepting applications will be used.

An example of such a programme is BEng/MEng Product Design Engineering where applications are made to the University of Glasgow but is jointly taught by GSA and UoG.

3. What is an appeal?

An appeal is formal request for reconsideration of a decision on an application, usually, but not exclusively, where the applicant has been unsuccessful in being offered a place. Reconsideration of an application does not guarantee that the original decision will change.

4. Valid grounds for appeal

a. An appeal will be considered, if based on one of the following reasons:

- Where an applicant feels that their application was not considered in accordance with GSA's own policies and procedures.
- When there is significant new information available to support the application that was not available to GSA at the time of the original decision.

- When a significant piece of information has been omitted from the application and not available to GSA at the time of the original decision.

b. Applicants may not appeal against:

- The academic or professional judgement of GSA staff responsible for making decisions on an applicant's suitability for the programme of study.
- A decision not to offer a place because of failure on the applicant's part to fulfil any academic conditions of entry to the programme.

5. Submitting an appeal

- a.** Each year GSA receives many more applications than places available on the majority of our programmes and many applicants may be left feeling disappointed with the outcome of their application. In the first instance, we encourage applicants to contact Registry to request feedback which will provide a better understanding as to why their application was unsuccessful. At this stage, applicants may also informally request the decision be reviewed as it is possible an error may have occurred.
- b.** If the applicant remains dissatisfied after receiving feedback and making an informal request for reconsideration, they should submit a formal appeal by completing the Admissions Appeals Form.
- c.** A formal appeal will normally be made by the applicant. If a representative of the applicant wishes to make an appeal on their behalf, the applicant must give their written permission for them to do so.
- d.** A formal appeal should include:
- the grounds on which the appeal is being made (see section 3.a)
 - provide details of the circumstances of the appeal and any actions already taken to try and resolve the matter
 - documentary evidence to support the reason for the appeal
 - an indication of their preferred outcome of the appeal
- e.** The appeal should be submitted within 28 days of the original decision made on the application.
- f.** All appeals must be submitted using the [Applicant Appeal Form](#), either by email to admissions@gsa.ac.uk and marked for the attention of the Head of Academic Registry or sent to:

Head of Academic Registry
 Glasgow School of Art
 167 Renfrew Street
 Glasgow

6. Consideration of an appeal

- a. Submission of an appeal will be acknowledged within 5 working days of receipt.
- b. The details of the appeal will be considered by the Head of Academic Registry in association with the relevant admissions staff and a Head of School, if appropriate.
- c. The decision on an appeal will be made within 15 working days of receipt and the applicant, and any authorised representative of the applicant, will be informed by the Head of Academic Registry of the outcome by email.
- d. If, for any reason, it is not possible to make a decision within 15 working days, then the applicant, and any authorised representative, will be informed in writing and given the timescale in which to expect a full response.

7. Outcome of an appeal

- a. The decision communicated to the applicant by the Head of Academic Registry is final and there is no further right of appeal.
- b. If an applicant is still not satisfied with the outcome they should consider whether they have valid reasons for complaint. For information and guidance on complaints, please read the [Complaints Handling Procedure](#) as detailed on our website.