

**ISTITUTO MARANGONI LONDON**  
**ADMISSIONS COMPLAINTS AND APPEALS POLICY**  
**September 2023**

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	Including the appeals process within the policy	July 2022	
	Making reference to the Academic Board	July 2022	
	Addition of guiding principles	October 2022	Academic Board

## ADMISSIONS COMPLAINTS AND APPEALS POLICY AND PROCEDURE

IML is committed to operating a fair and consistent admissions process that protects the interests of applicants. In the event of a dispute, it is expected that in the first instance applicants will be able to successfully resolve such matters by way of informal discussion with the Admissions team. Where this is not possible, more formal action can be taken through the Admissions Complaints and Appeals Procedure.

Applicants can be assured that formal submission of a complaint or appeals will not prejudice any opinion of the applicant or negatively affect any later dealings with their application or any subsequent application.

A complaint or appeal should be made by the applicant. Complaints or appeals made on behalf of the applicant (e.g., by school, parents or another third party) will only be considered in exceptional cases where there are clear reasons for doing so and written consent from the applicant. Complaints or appeals that are made anonymously cannot be dealt with under this Admissions Complaints and Appeals Procedure.

Please note that a formal complaint or appeal must be raised within 3 months of the events complained about unless evidence is provided of an exceptional reason for the delay.

### 1. SCOPE OF THE PROCEDURE

1.1. The Admissions Complaint and Appeal Procedure is restricted to:

Complaints:

- The handling of an application
- The admissions process and/or service provided
- Conduct of an interview or member of IML staff

Appeals:

- There was a material and/or procedural irregularity in the decision-making process
- There is evidence of unjustified discrimination or bias against the applicant
- Additional evidence has come to light since the decision of the School, which could not reasonably have been expected to have been produced at the time of the cases.

1.2. The Admissions Complaints and Appeals Procedure may be followed by all applicants to Istituto Marangoni (London), whether submitting their application via UCAS or directly to the School.

1.3. An applicant cannot complain or appeal where this is a disagreement with the judgement of an admissions decision, in assessing the merits of application, or in reaching a decision on an application, which has been reached in accordance with the published criteria.

### 2. GUIDING PRINCIPLES

2.1. The principles which underpin the Admissions Appeals & Complaints Procedure are that:

- The process is fair, effective, timely and comprehensible with appeals and complaints being resolved as quickly as possible and in a reasonable manner;

- Any investigations undertaken as part of the policy will be conducted by individuals who are independent i.e., have no prior knowledge of the applicant or the case;
- The applicant and relevant members of staff will be informed of the outcome of the appeal or Complaint;
- Appropriate action will be taken to improve the University's procedures where the outcome of an appeal or complaint suggests that improvement is necessary.

### **3. HOW TO MAKE AN INFORMAL COMPLAINT OR APPEAL**

- 3.1. Where appropriate, it is encouraged to try to resolve a matter of complaint or appeal by an informal discussion with the Admissions Supervisor. You can contact the Admissions Manager at [admissions.london@istitutomarangoni.com](mailto:admissions.london@istitutomarangoni.com) or on 020 7377 9347.
- 3.2. Following informal attempts to resolve a matter of complaint or applicant (Stage 1), applicants may raise a formal (Stage 2) complaint or appeal to the School by completing a complaint or appeal form.

### **4. HOW TO MAKE A FORMAL COMPLAINT OR APPEAL**

- 4.1. Where an applicant has reason to believe that their application has not been handled fairly or objectively they should complete a formal complaint or appeal (stage 2) form and email the form (and any relevant attachments) at [complaints@istitutomarangoni.com](mailto:complaints@istitutomarangoni.com) or post the form with any additional documents to Head of Sales Istituto Marangoni, 30 Fashion Street, London E1 6PX.

### **5. HANDLING THE COMPLAINT OR APPEAL**

- 5.1. A review of the handling of the application (or linked processes) in the light of the applicant's written statement will be undertaken. The Head of Sales may confirm or change an earlier decision in the light of this review. The Head of Sales will send a written reply to the applicant within 15 working days of receiving the request.

### **6. REVIEW OF A COMPLAINT OR APPEAL**

- 6.1. The applicant may ask for a further review of the decision of the Head of Sales within 15 working days of receipt of the outcome where:
  - There were procedural irregularities in the investigation of the complaint or appeal
  - New evidence can be presented which could not reasonably have been made available with submission of the original complaint or appeal
  - The outcome of the investigation was not reasonable in all the circumstances
- 6.2. The review will be undertaken by the Registrar who will respond to the applicant within 15 working days. The Registrar's decision is final.

## **7. DATA PROTECTION**

- 7.1. Applications submitting a complaint or appeal are required to complete a declaration form confirming their agreement that the School can process the information provided to investigate the complaint in accordance with the Data Protection Act (1988).

## **8. MONITORING OF COMPLAINTS AND APPEALS**

- 8.1. The School monitors and reviews the number and outcomes of appeals and complaints through annual periodic reporting to the School's Quality Committee and Academic Board to inform improvements to its service.