



Admissions Appeals and Complaints Procedure

1. Introduction

Admissions staffs are able to satisfy most queries about admissions decisions on a daily basis, and the vast majority of applicants are satisfied with the explanation given.

2. Scope of the Procedure

This procedure is based on the London Bridge Business Academy (LBBA) Student Complaints Procedure. It covers all applicants to (LBBA) and thus can be used by all

The procedure covers the following types of appeal and/or complaint:

- Complaints about the (LBBA) handling of a query or an application for admission, For example a procedural error,
- Allegations that admissions criteria were not applied correctly or even-handedly, resulting in a formal request for a review of the admissions decision;

emergence of new material information which may have affected the decision. In such cases the applicant must also provide details of why the new information was not made available at the time of application. If this information was available or known to the applicant at the time of application but not included for whatever reason, it will not normally be considered.

Appeals against a decision not to implement reasonable adjustments which may prevent an applicant with a disability, special needs or medical conditions from taking up their offer of a place on a course will be considered under the Disability Services Appeals process



LONDON BRIDGE BUSINESS ACADEMY

3. Submissions and Investigation of Appeals and Complaints

3.1 First Stage: Informal Resolution

Appeals and complaints against admissions decisions or procedures should normally be made by the applicant in question and should be directed to the Head Of Administration and in the first instance (email: info@lbbaglobal.com) the within 6 weeks of receiving a decision. If necessary, will consult with relevant selectors before responding to the query. A written response will be made to every written complaint/appeal (email), normally within 12 working days, and this written response will mark the completion of the informal stage.

3.2 Second Stage: Formal Letter to Director Of studies and committee

An applicant who is dissatisfied with the written explanation should put his/her concerns in writing to the Director of Studies/ LBBA committee with all used documents for admission (by email londonacademy@hotmail.com) within 10 working days of the date of the Admissions Service letter (3.1 above). The formal letter to the Director of studies and committee should set out the grounds for dissatisfaction.

Director Of Studies / committee shall also send a report to the Head Of Administration and the relevant staff of LBBA, summarising the Panel's conclusions and recommendations.

There is no further appeal permitted beyond the Second Stage, and outcome is final

4. Deadlines

The deadlines set out in this procedure relate to investigations carried out in semester/Term -time only, and may not prove possible to meet at particularly busy periods for the Admissions and Access Service (e.g. August/September October February) or when key staff are on leave, or otherwise indisposed. The London bridge Business Academy will at all times strive to respond to enquiries as quickly as circumstances allow and applicants will be advised of the reasons for any delay should it happen.