



Admissions Appeals and Complaints Procedure

1. Introduction

Admissions staff 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;

Any information or new material which may have affected the decision please include in your admission compliant letter .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 same procedure.



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) within one week of receiving a decision. Please send any valid evidence and information you find. If necessary, we will consult with relevant parties before responding to the query. A written response offering explanations will be made to every written complaint/appeal (email), normally within two weeks, and this written response will mark the completion of the first stage. If you remain unsatisfied please consider the second 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 one week of the date of the written response (3.1 above). Please ensure the formal letter to the Director of studies and committee should set out the grounds for dissatisfaction.

Director of studies / Committee shall consult with the relevant staff at LBBA, and write to you within two weeks summarising the 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 term - time only, and may not prove possible to meet the same deadline during the holidays and we would need at least four weeks.