

### **Procedure for Applicants Requesting Feedback**

The University is committed to providing feedback, when requested, to any applicant who has been unsuccessful in gaining an offer of a place on the course to which they have applied or where the applicant feels the conditions placed on their offer are unexpected.

#### **1 Definition of feedback**

- 1.1 Feedback is the provision of information that is given to enable applicants to reflect on their progress through the application process and does not constitute a reconsideration of an application or a challenge to the University's decision on an application.

#### **2 Procedure**

- 2.1 Feedback will only be provided on applications submitted in the current application cycle.
- 2.2 Informal feedback may be sought by the applicant over the telephone with the Admissions Team. However, if the Admissions Team are unable to provide adequate feedback immediately over phone the applicant should submit a formal request for feedback.
- 2.3 Formal feedback requests should be made by the applicant and should be put in writing either by letter or email to the relevant Admissions Office. Applicants should include their full name, application number (and/or UCAS Personal ID number if appropriate) and the name of the course applied for.
- 2.4 The Admissions Team will seek to respond to each request as quickly as possible, and normally within 20 working days of receipt of the request.
- 2.5 No applicant will be discriminated against or disadvantaged for requesting feedback.