# **UNIVERSITY OF OXFORD**

### **Graduate Admissions Complaints and Appeals Form**

This form is only for use in Complaints and Appeals which fall within the University’s Graduate Admissions Complaints and Appeals Procedure (the “Procedure”) (available at [www.graduate.ox.ac.uk/complaints](http://www.graduate.ox.ac.uk/complaints)). Please read the Procedure carefully before completing this form.

Before using this form you should attempt to resolve your Complaint or Appeal informally under the First Stage.

For advice about completing this form please contact the Graduate Admissions Office at [graduate.admissions@admin.ox.ac.uk](mailto:graduate.admissions@admin.ox.ac.uk) with the words “Complaints Procedure” in the subject line.

Your Complaint or Appeal may not be considered if you do not comply with the word limits below.

**Applicant ID Number:**

**Surname/Family name:**       **Title:**

**Forename/Given name(s)[[1]](#footnote-1):**

**Email:**        **Tel.:**

**Degree/Course of study applied for:**

**College applied to (if applicable):**

**Is this a Complaint or an Appeal?**  **Complaint**  **Appeal**

**1. For APPEALS, identify the Academic Decision you are appealing**

**For COMPLAINTS, identify the subject(s) of your Complaint**

**(Expand box as necessary, maximum 50 words)**

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**2. Set out the key points of your Complaint or Appeal in numbered paragraphs. This should include:**

**For APPEALS:**

* **Your ground(s) of Appeal (as required by the Procedure)**
* **Why you consider that the academic decision you are challenging is incorrect**
* **A summary of the evidence which supports your Appeal**

**For COMPLAINTS:**

* **A brief summary of the underlying facts including key dates**
* **A summary of what you think was done wrong**
* **A summary of the evidence which supports your Complaint**

**(Expand box as necessary, maximum 700 words)**

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**3. State what steps you have taken to resolve your Complaint or Appeal informally at a local level (ie under the First Stage of the Graduate Admissions Complaints and Appeals Procedure)**

**(Expand box as necessary, maximum 250 words)**

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**4. State in numbered paragraphs the outcome(s) you are seeking**

**(Expand box as necessary, maximum 250 words)**

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**5. Provide a numbered list of any supporting evidence you are enclosing with this Form. Any such evidence should be paginated and provided in the order set out in this list.**

**(Expand box as necessary, maximum 500 words)**

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**6. If there are time-critical factors which the decision-maker should be aware of, set them out here**

**(Expand box as necessary, maximum 150 words)**

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#### **7. Statement by Applicant (please put an X to indicate your agreement with each statement):**

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| --- | --- |
| * I have read the University’s Graduate Admissions Complaints and Appeals Procedure |  |
| * I understand that the University may need to process personal details about me, which could include sensitive information, in order to investigate my Complaint or Appeal |  |
| * I understand that the University may need to exchange information about my Complaint or Appeal within the University and Colleges, and with other persons and organisations, including disclosing this completed Admissions Complaints and Appeals Form and my accompanying evidence where necessary, (for example, to collect information or to seek statements from relevant persons or bodies) |  |
| * I will inform you immediately if any part of my Complaint or Appeal is being dealt with in a Court or Tribunal |  |
| * The information I have given on this form is true, correct and complete, to the best of my knowledge |  |
| **Name**:  **Date**: Day / Month / Year | |

**Receipt of your form will be acknowledged within five working days.**

1. Anonymous or third party Complaints or Appeals will only be considered in exceptional circumstances where there are compelling reasons to do so. If you consider that there are compelling reasons for your Complaint or Appeal to be anonymous, leave this section blank and enclose a statement with this form explaining those reasons. [↑](#footnote-ref-1)