

Applicant feedback, appeals and complaints

Although we do not provide automatic feedback to every unsuccessful applicant, we are happy to provide written feedback upon request.

The following information provides details of the University's feedback policy, as well as details about the complaints and appeals procedures for applicants.

These policies and procedures would also apply to former students of the University who had been unsuccessful in gaining re-admission (whether to their former course or to another subject).

Unsuccessful applicants are therefore strongly encourag

This review can only be requested after an applicant has received feedback on the reason for their original rejection.

The request for a review must then be placed (in writing) within twenty-eight calendar days of the feedback being sent to the applicant, stating clearly on what grounds the request for a review is being made.

This request should be sent or emailed as below:

Head of the Admissions Office
Sussex House
University of Sussex
Brighton
BN1 9RH
UK

or email phd.applicants@sussex.ac.uk

As with the original request for feedback, the subsequent request for a review must be made by the applicant and not a third party. The University will not respond to requests from anyone other than the applicant (unless written permission has been granted by the applicant).

Once received, the Head of Research Student Administration will review the record of the application (normally in consultation with the relevant Admissions Selector) and will respond in writing. If the original decision is upheld, this correspondence will include the reasons for the decision.

A separate fee status appeals process exists for applicants who wish to challenge their fee status assessment.

Please note that it is not possible to appeal against the decision of the University's Criminal Convictions Panel. If you have declared a relevant criminal conviction and, following consideration by the Criminal Convictions Panel, the University has decided not to offer you a place (or to withdraw an existing offer), this decision is final.

Complaints (defined as a concern about an aspect of the admissions process, which is not necessarily connected to the selection decision)

Complaints are different to requests for feedback or appeals.

A complaint does not necessarily have to be in connection with a decision to turn down an applicant. A complaint is a concern about a particular procedure, an irregularity in the administration of an application, or a belief that a policy has not been correctly implemented.

Complaints may cover any aspect of the admissions process and will normally focus on a specific issue or situation (which could include the feedback request). A complaint does not necessarily question the decision of the University, but raises a concern about how the selection process operated.

As with requests for feedback and appeals, the complaint must come from the applicant. The complaint must be submitted within three months of the conclusion of the admissions process against which the complaint is being made.

Complaints must initially be sent (in writing) as below:

Head of the Admissions Office
Sussex House
University of Sussex
Brighton
BN1 9RH
UK

or email phd.applicants@sussex.ac.uk

The Head of the Admissions Office will seek to resolve the complaint or explain the situation and will respond in writing to the applicant.

If the applicant remains dissatisfied with the outcome of the complaint from the Head of the Admissions Office, the complaint can be passed to the Conduct and Funding.

This escalation of the complaint must be submitted in writing within twenty-eight calendar days of receiving the response from the Head of the Admissions Office.

The complaint should be sent to:

Conduct and Funding

Level 1, Bramber House
University of Sussex
Brighton BN1 9QU

Email complaints@sussex.ac.uk

The Conduct and Funding will review the case on the following grounds:

1. whether there were procedural irregularities in the investigation of the complaint; or
2. whether fresh evidence can be presented which was not or could not reasonably