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| **Admissions Complaint Form** **Stage One Complaint** |

When to use this Form

It is recommended that you attempt an informal resolution of your complaint at local level, for example with the relevant Admissions Officer, before initiating the formal Complaint process. However, where you are not satisfied with local resolution and/or it has been recommended by an ICCA representative that you formalise your concerns, please first consult the [Applicant Complaints Procedure](https://www.icca.ac.uk/admissions-appeals-and-complaints-procedure/) (as it contains important information about how the ICCA will handle your complaint and the relevant timescales) and then complete this form to begin a formal Stage One Complaint.

Please note that this form should not be used to appeal application outcomes or to submit mitigating circumstances – there is a separate process for appeals, which can be found here:

* Appeals: <https://www.icca.ac.uk/admissions-appeals-and-complaints-procedure/>

Completing this form

We can only accept a form which is completed and signed by the applicant who is complaining. Any forms submitted on behalf of an applicant should be accompanied by formal written consent from the applicant that you may submit on their behalf. For reasons of fairness, the ICCA will not consider anonymous complaints. If your complaint names a member of ICCA staff, they will normally have the right to know about the complaint made about them in order to respond.

Please return the completed form within 10 working days of the incident arising to [students@icca.ac.uk](mailto:students@icca.ac.uk)

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| 1. Application details | | | |
| First name |  | Surname |  |
| Application Number |  | Email address |  |

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| 2. Application Details | |
| Programme name |  |
| Appeals must be submitted **within 10 working days of the incident.** Late complaints will only be accepted in **exceptional** circumstance and reasons for the delay should be stated below: | |
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| 3. Complaint Summary |
| Please summarise your complaint in no more than 100 words. You will provide more detailed information later in this form, but this summary will help us understand the most important elements from your point of view. |
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| 4. Causing Factors  Please specify factors you consider to be the cause of your complaint – please tick those that apply | |
| level of service received from the ICCA in the application process; | Yes  No |
| inadequate services or facilities of the ICCA; | Yes  No |
| decisions, actions or perceived lack of action taken by a member of the ICCA staff; | Yes  No |
| decisions, actions or perceived lack of action taken by a central ICCA Registry Services; or a member of staff acting on its behalf; | Yes  No |
| complaints relating to discrimination, harassment or bullying | Yes  No |
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| 5. Your Complaint (detail) |
| Please set out the main points of your complaint, being specific as to key dates or contact names wherever possible. Please try and focus on factual statements as this will help us to understand your complaint more clearly. If you need more space you may continue on a separate sheet of paper, which should be securely attached to this form and clearly mark this with your name and application ID number. |
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| 6. Supporting Evidence |
| Please list below each piece of documentary evidence you have submitted with this form |
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| 7. Previous Action |
| Please briefly explain what steps you have taken to resolve your complaint to date and why you are dissatisfied with the conclusion of any informal resolution. Please include as much detail as you can, such as dates and the names of any staff you have contacted |
| *Action I have previously undertaken*  *Reason(s) as to why I was dissatisfied with the resolution* |

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| 8. Desired Outcome |
| Please briefly explain what you would consider to be a satisfactory resolution to your complaint. |
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| 9. Declaration | | | |
| I have read and understood the ICCA’s [Applicant Complaints Procedure](https://www.icca.ac.uk/admissions-appeals-and-complaints-procedure/). All information and documentation provided in/with this form is complete and represents an accurate and true reflection of the situation that led to my complaint.  I agree that my complaint may be disclosed to relevant members of the ICCA to the extent necessary for any investigation and to inform the continual improvement of services provided by the ICCA.  I authorise the Heads of Recruitment and Admissions (or nominee) to consider this form and any relevant information held by the ICCA to the extent necessary for the consideration of my complaint.  I give permission for the ICCA to seek verification of the authenticity of any statements or evidence provided with this complaint. | | | |
| Signed |  | Date |  |

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| Next Steps |

We aim to acknowledge receipt within 10 working days and provide you with a response to the appeal within a further 10 working days.

This response will state whether your appeal is upheld (partially or fully) or rejected, and the reasons why.

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| Accessibility and Advice |

If you require this form in a different format, or a hard-copy sent to you please contact [students@icca.ac.uk](mailto:students@icca.ac.uk) or telephone Registry Services