

Applicant Complaints and Appeals Procedure

2026/27

Introduction

The University is committed to the provision of a professional admissions service which admits students using clear, fair, and consistent policies and procedures. The University recognises that there may be occasions or circumstances in which an applicant feels that their application has not been dealt with correctly in accordance with the University's [Admissions Policy](#) and associated procedures, and applicants can request that their application be reviewed via an appeal, or they may make a complaint.

The university will ensure that no complaint made in good faith will be used to your disadvantage in the application process or in future.

This procedure is for all applicants to Middlesex University London, who wish to appeal a decision or outcome of their application, or who wish to submit a complaint about the service or manner in which their application has been handled.

A complaint expresses dissatisfaction with the quality of service received in the handling of your application, whilst an appeal is a request to have a specific decision or outcome reconsidered.

General appeal and complaint principle

Complaints against a decision may only be submitted on grounds of procedural irregularity, or if there is new information which may have affected the decision (with reasons why it was not made available at the time of application), or if there is evidence of any action or decision which is not consistent with the University's Admissions Policy or Equal Opportunities Policy.

Only points of procedure or implementation of policy may be appealed. Applicants cannot appeal a decision leading to an unsuccessful application based on an academic judgement.

A complaint must be made on an individual basis by the applicant. Complaints made by a third party will not normally be considered.

Feedback

The University is committed to providing feedback about decisions made in the course of assessing your application.

Before submitting a complaint or appeal, you may wish to consider other means to resolve your issue, such as receiving feedback about your application or providing feedback on your experience of the application process.

Whilst we do not provide feedback on application decisions as a matter of course, you may request information about a decision in writing, and the Admissions team will provide appropriate feedback, in conjunction with the academic department, within 14 working days of your request.

What to do if you have an appeal or complaint

Full details of regulations and procedures for Admissions Complaints and Appeals are in the [University Regulations for Taught programmes](#).

Informal Stage 1

Applicants wishing to submit an appeal or complaint in relation to the outcome of their application may submit an informal stage 1 complaint/appeal in the first instance by completing the [Applicant Complaint/Appeal form](#) and selecting the option *Stage 1* within 10 working days of the action causing concern and in any case within 2 months or by the start date of the programme or course applied for, whichever is sooner. This will be reviewed by the Applicant Services Manager or their nominee.

Any supporting documents can be emailed to applicantappeals@mdx.ac.uk including the Middlesex University ID and student name in the subject line.

In the case of a complaint, you should provide as much detail as possible, such as dates and copies of any correspondence with the University.

In you are submitting an appeal, please provide a detailed explanation of why you believe the decision or outcome of your application is wrong.

Application decisions will only be overturned where upon review of the original application, the decision is shown not to have correctly followed policy and procedure.

In the case of material information about relevant academic qualifications being omitted from the application form, a decision may only be overtured where an applicant can provide fresh and compelling evidence of their academic competence in the relevant subject.

What you can expect

Your complaint or appeal will be fully investigated by the Applicant Services Manager or an appropriate senior member of the Applicant Services Team, in conjunction with the relevant academic department as applicable.

They will consider any information you have provided in support of your complaint, alongside any information in your application, student record, and correspondence with the university.

Outcome

A full and considered response will be made within 20 working days from the date of receipt of your appeal or complaint, as follows:

- The appeal/complaint has been resolved.
- The appeal/complaint requires more time to investigate the matter(s) raised.
- The appeal/complaint cannot be resolved in the way you require, and you can pursue a formal complaint if you wish.

Formal Stage 2

Following a review by the Admissions Operations Manager or their nominee, if an applicant still feels they have reason for appeal or are dissatisfied with the response to their complaint, they may submit a formal stage complaint/appeal by completing the [Applicant Complaint/Appeal form](#) and selecting the option *Stage 2*. This will be considered by the Head of Applicant Services & Student Visa Compliance.

Any supporting documents can be emailed to applicantappeals@mdx.ac.uk including the Middlesex University ID and student name in the subject line.

The Head of Applicant Services and Student Visa Compliance will investigate the complaint with relevant staff and/or a third party if necessary and respond to the applicant within 20 working days of the acknowledgement of receipt of the formal appeal or complaint.

What you can expect

Your complaint or appeal will be fully investigated by the Head of Applicant Services and Student Visa Compliance, in conjunction with the relevant academic department as applicable.

They will consider any information available from the informal stage of your appeal or complaint, alongside any relevant information in your application, student record, and correspondence with the university.

A full and considered response will be made within 20 working days of the acknowledgement of receipt of the formal appeal or complaint

Confidentiality will be maintained throughout the process, revealing information to others only to the extent necessary to complete a proper investigation and make a considered response and keeping the record of your complaint separate from other records.

Outcome

The decision made at the end of this stage is final and there will be no further avenue of review in the University. If there is an external review body to whom the matter can be referred such as the Office of the Independent Adjudicator (OIA) we will advise you of this when we report the outcome of the final review.