

Central Film School

2025-26

Central Film School

Applicant Complaints and Appeals Policy and Procedure

1. Introduction

- 1.1. Central Film School strives to achieve high quality in all its interactions with applicants. There will, however, be times when an applicant feels dissatisfied with the service and wishes to complain or appeal an admissions decision. The arrangements for handling complaints and appeals described herein are in line with UK Quality Code, reflecting the principles of natural justice, being as transparent and open as confidentiality issues permit.
- 1.2. This Policy and Procedure covers all applicants for Central Film School's programmes.
- 1.3. Complaints and appeals will be handled with due consideration to confidentiality for both students and staff. Any person named in a complaint will be informed of its substance and will have the right to contribute to any investigation.
- 1.4. Information contained within the complaint or appeal will be made available only to those members of staff involved in its resolution.
- 1.5. No applicant bringing a complaint or appeal under this policy, whether successfully or otherwise, will be treated less favourably by any member of staff than if the complaint had not been brought.
- 1.6. Complainants/appellants can be supported, advised, and accompanied by a third party at any stage of the Complaints procedure. Complainants may wish to seek advice from [Citizens Advice](#).
- 1.7. The School's relationship is with you as an applicant. As such, the School will not deal with a third-party complaint/appeal made on your

behalf unless there is a valid reason, for example, a reasonable adjustment for a diagnosed disability.

- 1.8. In cases where a third-party complaint/appeal is appropriate, you will be required to complete a [Third-Party Consent Form](#) in order to formally authorise a third party (such as a parent or guardian, carer, spouse or significant other) to act on your behalf.

2. Early Resolution

- 2.1. Central Film School encourages all applicants to raise any causes for concern they may have at the earliest opportunity. Most issues can normally be resolved quickly within the related department, without need for escalation to the other stages.
- 2.2. Applicants wishing to discuss an issue are invited to speak with the Recruitment & Admissions Team, in the first instance. Where appropriate, and where the applicant feels comfortable, this should usually include the member of staff closest to the issue or the area/department relating to the issue.
- 2.3. During discussion with the applicant, the member of staff will seek to remedy the issue or advise that the issue should be escalated to further stages. It may be possible to resolve the concern by providing an explanation of why the issue occurred and/or (where appropriate) an apology and an explanation of what will be done to stop a similar situation happening in the future.
- 2.4. Should the applicant not accept the proposed remedy at the Early Resolution stage, they may choose to raise the complaint as outlined below.

3. Grounds for Complaint or Appeal

- 3.1. There are no specific grounds for **complaint**, but the matter will typically relate to issues or concerns arising from the policies, procedures or communications that were used within the Admissions process. The complaint may relate to actions, or the lack of actions, by the School or its staff.
- 3.2. Applicants may **appeal** the outcome of an admissions decision, and request that it is reviewed, where a procedural irregularity has occurred or where the process leading to the admissions decision was not conducted in accordance with the relevant admissions policy.
- 3.3. Appeals and complaints will not be accepted against the academic and/or professional judgment of the School (e.g. validity of prior qualifications, interview or portfolio decisions).

4. Formal Complaint or Appeal

- 4.1. If an applicant is dissatisfied with the outcome of their application and has attempted early resolution and considers the outcome from this to be unsatisfactory, they are entitled to make a formal complaint or appeal using the designated [Applicant Complaint and Appeal Form](#). The applicant should detail the issue, any steps already taken to resolve the issue, the reasons why they remain dissatisfied and the desired outcome(s). This should then be submitted to the Admissions Team.
- 4.2. Formal complaints and appeals should be made no more than twenty working days after the notification date of the initial decision made by Central Film School, unless there is a good reason for the delay.
- 4.3. Complaints or appeals made anonymously will not be considered.
- 4.4. Privacy and confidentiality will be assured unless disclosure is necessary to progress the complaint or appeal.
- 4.5. Where necessary, the Head of Student Recruitment & Admissions, or their designated nominee, will appoint an investigator to consider the appeal/complaint.
- 4.6. Where a member of staff is named in a complaint, they will be provided with a copy of the complaint and will be invited to provide a written response, which will be considered in arriving at a conclusion. The complainant may also be interviewed.
- 4.7. The investigation into a complaint/appeal will normally be concluded within one month of its receipt; the investigator will submit a written report to the Head of Student Recruitment & Admissions. This report will include:
 - In the opinion of the investigator, whether the complaint or appeal is justified. If it is justified then the investigator should recommend a resolution. This resolution may or may not be that requested by the complainant.
 - Any recommendations to prevent similar problems arising in the future.
- 4.8. After receiving the investigators report, or if an investigation was not required, the Head of Student Recruitment & Admissions, or their designated nominee, will decide on an outcome and communicate this formally to the complainant/appellant; this outcome notification marks the end of the School's Applicant Complaint and Appeal Policy & Procedure.
- 4.9. The decision of the Head of Student Recruitment & Admissions, or their designated nominee is final.
- 4.10. Where a member of staff has been named in the complaint or involved in the investigation they will also be informed of the outcome.

- 4.11. Admissions complaints are not currently subject to oversight by the Office of the Independent Adjudicator for Higher Education. You can find more information on the OIAHE website [here](#).

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