



Admissions Complaints Procedure

The Complaints Procedure applies to any individual who has applied for full-time or part-time study for either undergraduate, postgraduate, or doctoral studies.

At Rushmore Business School, we are committed to the provision of fair and transparent admissions procedures for all our applicants. However, we recognise that there may be occasions when applicants wish to complain about the way in which their application has been handled or to seek more explanation about a decision that has been made in connection with their application. Applicants have no right of appeal against a decision not to offer them a seat. However, should an applicant believe that admissions procedures have been inconsistently applied, this complaints procedure provides a means for a fair review for applicants.

A complaint should be made by the applicant. Complaints made on behalf of the applicant by parents, representatives, or another third party will only be considered in exceptional cases where there are clear reasons for doing so. Complaints that are made anonymously cannot be dealt with under this Complaints Procedure.

Complaints can often be resolved satisfactorily on an informal basis. Applicants should raise the complaint verbally or in writing to the relevant member of staff at the Admissions office within 10 days of the event. Complaints made outside of this timeframe will not be considered, unless there are valid reasons why the complaint could not be made within the time scale. The Head of Student Support Services with the Academic Director's approval will respond to the complaint within 10 working days of the complaint being made and shall retain a record of the complaint or correspondence and any action taken. If it is not possible to fully respond within the 10 days, the complainant will be advised of the timescale for a full response.

If the applicant is dissatisfied with the response received from the Head of Student Support Services, they should submit, within 10 working days of receiving the response, a written complaint to the Academic Director. Any complaints received out of the timeframe will not be considered.

The written complaint should include: the nature of the complaint, the informal steps already taken (if any), details of the response received, a statement as to why the applicant remains dissatisfied and any outcome, they hope to achieve from the complaints process.

The Academic Director will acknowledge in writing receipt of the complaint within 5 working days. The Academic Director will then investigate the complaint and submit a written response to the complainant within 5 working days from acknowledgment of receipt of the complaint.

The Academic Director's decision following completion of this process will be considered as final.