

COMPLAINTS AND APPEALS PROCEDURE



1. PURPOSE AND SCOPE

This document sets out the planned procedure that the London Institute of Actuarial Studies (LIAS) intends to implement for applicants to raise complaints or submit appeals related to the recruitment and admissions process.

It is part of our commitment to develop a fair, transparent and student-responsive approach in line with the expectations of the Office for Students (OfS), the Quality Assurance Agency (QAA) and the frameworks of our university validation partner.

This procedure will apply to all individuals who submit an application to a LIAS programme, once recruitment begins.

2. DEFINITIONS

Before raising a complaint or appeal, it is important to understand the nature of each. The following definitions clarify the scope of this procedure and help applicants determine whether their concern relates to service, process, or a formal decision.

1. **Complaint:** A concern raised about the way an application or enquiry has been handled, including perceived administrative error, miscommunication, or poor service.
2. **Appeal:** A request to review an admissions decision on the grounds that a procedural irregularity or material error has affected the outcome. Appeals will not be considered solely on the basis of disagreement with the decision.

3. PRINCIPLES

LIAS is developing its systems and processes with the intention to:

- Respond to concerns and appeals promptly, fairly and transparently;
- Maintain the distinction between this applicant procedure and any future academic complaints process for enrolled students;
- Ensure that applicants who raise concerns in good faith will not be disadvantaged;
- Base decisions on clear, published admissions criteria and supporting evidence;
- Learn from the issues raised to inform continuous improvement.

Complaints or appeals submitted by third parties (e.g. parents, education agents) will not be accepted unless accompanied by written authorisation from the applicant.

These principles will guide our formal procedures, which will be implemented in time for our first student intake.

4. PROCEDURE

The following steps describe the procedure LIAS intends to adopt for managing applicant complaints and appeals. These steps will be put in place in advance of the first intake and will be reviewed periodically to ensure they meet student and regulatory needs.

4.1. INFORMAL RESOLUTION

Applicants are encouraged to contact the Admissions Team via admissions@lias.org.uk to resolve concerns informally. Many queries can be clarified or resolved quickly at this stage.

4.2. FORMAL COMPLAINT OR APPEAL SUBMISSION

If informal resolution is not successful, applicants may submit a formal complaint or appeal within **20 working days** of the issue or decision.

Submissions should include:

- Full name and application reference;
- A clear explanation of the issue or decision being challenged;
- Grounds for complaint or appeal, with supporting evidence;
- Desired outcome (if applicable).

Appeals will only be considered where the applicant can demonstrate that a material procedural error, miscommunication, or incorrect data affected the outcome. Appeals cannot be submitted simply because the applicant disagrees with the decision.

Formal submissions should be sent to:

Email: appeals@lias.org.uk

Subject line: Formal Complaint/Appeal – [Your Full Name]

Complaints and appeals will be acknowledged within **3 working days** of receipt.

4.3. REVIEW AND DECISION

Once a formal complaint or appeal is received, LIAS will ensure that the matter is reviewed impartially and efficiently. This stage of the process is intended to ensure that all evidence is carefully considered and that the response is proportionate, fair and timely.

- A designated senior member of staff, not previously involved in the decision, will review the case.
- A written response will be provided within **15 working days**.
- Where the review is complex or requires additional input, a holding response will be issued.

4.4.FURTHER REVIEW

If the applicant remains dissatisfied, they may request a final review by the Academic Registrar or equivalent senior officer. This must be requested within **10 working days** of the outcome being issued.

The final outcome will be communicated in writing and will conclude LIAS's internal procedures.

Applicants who remain dissatisfied after exhausting internal processes may request guidance on appropriate external routes for feedback or escalation. While the Office of the Independent Adjudicator (OIA) typically handles complaints from enrolled students, LIAS is committed to signposting suitable next steps where relevant.

5. RECORD-KEEPING, CONFIDENTIALITY AND MONITORING

LIAS intends to maintain a log of all complaints and appeals, including outcomes and actions taken. All personal information shared during this process will be handled sensitively and in accordance with UK GDPR. Data will be stored securely and only accessible to staff involved in managing the concern.

The Academic Board will receive an annual anonymised summary of complaints and appeals for quality assurance purposes.

6. LINKS WITH PARTNER INSTITUTIONS

Where a programme is validated by a UK university partner, LIAS will liaise with the partner institution where necessary to ensure consistency with their regulations. If an appeal relates directly to a matter governed by the university's procedures, the applicant will be advised to follow the university's process.

7. ACCESSIBILITY AND REVIEW

This procedure will be published on the LIAS website prior to the first application cycle and will be available in alternative formats, including large print, audio, or translated versions, upon request.

We intend to review and refine the procedure annually based on feedback from applicants, students, staff and our university partner.