

# Feedback, Appeals and Complaints: What You Need to Know

## What this guidance covers

This guide explains how you can:

- Request feedback on an unsuccessful application
- Submit an appeal (if you meet the formal criteria summarised below)
- Make a complaint about the admissions process

This guidance is linked to the principles outlined in the University's [Admissions Feedback, Appeals and Complaints Policy](#). It outlines what you need to do, when, and what happens next.

## Requesting Feedback

### What feedback is

Feedback is a short explanation of why your application was not successful. It helps you understand the decision and prepare for any future applications. It **does not** mean the decision will be reconsidered.

### Before you request feedback

Check:

- The admissions information for your programme
- Your decision email

These often answer the most common questions.

### How to request feedback

To request feedback:

1. Email [future students](#)
2. Use the subject line "Feedback request"
3. Send your request within 20 working days of receiving your decision

#### 4. Include:

- Your full name
- UCAS ID (if applicable)
- Your University of Edinburgh UUN (starts with “s”, seven digits)
- The programme you applied for

## Receiving feedback

You will normally receive a response within **20 working days**. Responses may take longer between **1 January and 31 March** due to the University admission’s busy period. In such cases, you will receive feedback within 20 working days of 31 March.

## Appealing an Admissions Decision

### What an appeal is

An appeal asks the University to review its admissions decision. Appeals are only accepted when formal grounds are met.

### You can appeal only if:

#### **Ground 1: New information**

You have substantial new information that:

- Was not available earlier for good reason
- Is directly relevant to your application
- Relates to your circumstances at the time of application

New achievements or updates after submission cannot be used.

#### **Ground 2: Procedure not followed**

You believe that the University’s published admissions policy or procedure was not followed.

### You cannot appeal if:

- You simply disagree with the decision

- Your grounds relate to predicted grades, exam marking disputes or statements from referees
- The issue relates to short-term circumstances affecting exams. In this situation, you should take this up with your qualification awarding body.)

## Special circumstances

Short-term exam disruptions must be handled through your school, college, university or awarding body.

Longer-term difficulties must have been disclosed by the application deadline through our [Challenging Circumstances Policy](#).

## You must receive feedback first

You can only submit an appeal **after** receiving formal feedback.

# How to Submit an Appeal

## Step-by-step

1. Read your feedback carefully.
2. Decide whether you meet one or both appeal grounds.
3. Email [appeals](#) within **20 working days** of receiving your feedback.
4. In your email:
  - State clearly which appeal grounds apply
  - Explain your case in full
  - Attach any relevant evidence

## What happens next

Your appeal will first be reviewed to check whether it meets the formal grounds. If the grounds are not met, you will be informed in writing.

If the grounds are met, your appeal will be considered by the Head of Admissions. You may be asked to provide additional information. Where an appeal is sufficiently complex, it will

be referred to the relevant College, which will convene an appeals panel made up of staff not involved in the original decision to consider the appeal and make the final decision.

## When you'll receive a decision

You will receive a written outcome explaining the decision. The outcome is final and cannot be appealed further within the University.

## Will appealing affect future applications?

No. Appeals do not affect how future applications are considered.

# Making a Complaint

## What a complaint is

A complaint expresses dissatisfaction with the admissions service or process (e.g., communication, timelines, clarity of information).

## What a complaint is not

A complaint **cannot** overturn an admissions decision.

## How to make a complaint

If you wish to make a complaint about the admissions process, please use the University's [Complaints Handling Procedure](#). If your complaint reveals possible appeal grounds, you may be advised to submit an appeal using the process above.

# Data Protection and Representation

## How your data is used

Your information is used to process your application and may be shared with UCAS or other bodies for verification.

## Third-party representation

The University normally communicates directly with applicants. If someone else needs to act for you, for example, if you are under 16 or you have disabilities which would make it difficult for you to submit an appeal or complaint directly, you must provide written permission delegating someone to act on your behalf.