

## Appeals and Complaint Procedure for Applicants

At Amity we are committed to the provision of high quality and fair admissions procedures for all our applicants. We recognize that there may be occasions when an applicant will feel dissatisfied with the conduct of the Institution's admissions process.

To safeguard the interests of applicants, the Institution has a Complaints and Appeals Procedure for Applicants. The Institution seeks to ensure that all complaints and appeals submitted by applicants are investigated thoroughly, dealt with promptly and processed with due regard to the Institution's Equality and Diversity Policy. If a complaint or appeal is upheld, the Institution will take such action or provide such remedy as may be appropriate. If a complaint or appeal is not upheld, the reasons for the decision will be communicated to the applicant. Applicants will not be disadvantaged in any way because they have used the Complaints and Appeals Procedure.

### A. Definitions

- An appeal is defined as a request for the review of a selection decision and/or the outcome of an application. The outcome of a successful appeal would be to reconsider the candidate's application with a view to either changing or upholding the original decision.
- A complaint is a specific concern about the conduct of the Institution's admission process in relation to an individual application, with reference to the Institution's Admissions process and the relevant admissions criteria. If upheld, the remedy for the complaint could, for example, include an apology or an undertaking to revise procedures.

### B. Who can use the Appeals and Complaints Procedure?

1. The procedure applies to all applicants.
2. A complaint or appeal must be submitted by the applicant. The Institution will not consider any complaints or appeals which are submitted by third parties, nor will the Institution investigate complaints which are submitted anonymously.
3. All complaints and appeals will be dealt with within two weeks from the date of the complaint raised by applicant.

## C. Valid Grounds for Appealing

1. The Procedure may be used only where there are adequate grounds as provided below for doing so and may not be used simply because a candidate has been unsuccessful with his or her application.
2. In submitting complaints, complainants must identify where the Institution's processing of their application has deviated from the documented processes or admissions criteria.
3. The appeals procedure provides for review of the outcome of the initial selection decision only where an applicant is able to submit new information which would have been material to the initial decision-making process. Typically this would include sufficient evidence to support a claim for mitigation. In submitting any documented evidence of mitigating circumstances, applicants should be able to demonstrate good cause as to why this information was not supplied in the initial application.
4. The Institution will not consider appeals based on challenges to the judgement of its selectors in relation to the academic and non-academic selection criteria for its programmes.

## D. Appeal Procedure

1. Applicants who have valid grounds on which to appeal against a selection decision or who wish to register a complaint should raise the matter promptly and, in all cases, within the admissions cycle in which the applicant is seeking entry. Where a complaint or appeal arises from a communication of the Institution's decision, this must be submitted within 28 days following receipt by the applicant. A complaint or appeal should be submitted in writing to the Admission Manager in one email.
  - a) Programme applied
  - b) Applicant name, address and application number;
  - c) Specific details of the ground(s) for the appeal or complaint;
  - d) Any other relevant information
  - e) Expected outcome being sought
2. Appeals and complaints will be investigated by the Academic Registrar. The outcomes will be communicated promptly to the applicant. The Institution aims to thoroughly and fairly investigate all appeals and resolve such matters during this initial investigation. As such, the decisions taken following completion of this process will be considered as final, and the Institution does not operate a further appeal mechanism internally.

3. When an appeal is upheld and the outcome reviewed, the Institution may not be able to guarantee admission in the current academic session initially requested; in such circumstances, admission for next academic session may be offered by the Institution.

## **E. Processing of Complaints and Appeals Information**

1. Applicants lodging a complaint and those against whom complaints are made can expect complaints to be dealt with confidentially and with due regard for their privacy. It may be disclosed to those members of the Institution who have a need to see it in order to investigate the complaint. This disclosure will be undertaken solely to expedite the thorough investigation of the complaint and will not be undertaken to disadvantage any party.
2. The record of the appeal/complaint and any supporting documents will be held for a minimum of six months following resolution of the case, after which all documentation will be confidentially destroyed/deleted. Aggregated and anonymised data will be reported annually to the Institution Admissions Committee in order to facilitate monitoring and review of the Institution's admissions process.

## **F. Fee Refund Procedure**

Fee refund appeals are accepted by the Admission Manager through a proper written application. Appeals that do not represent a sound basis for reimbursement will be denied. Notification of approval/denial of appeals normally occurs by mail within two to three weeks. Amity Global Varsity will initiate refund fee and/or cancel a financial charge from a student's account provided the student meets the requirements outlined below.

1. 1st Stage: The case determination of tuition appeal is made by Admission committee members which includes Admission Services staff and faculty.
2. 2nd Stage: The decision of the Admission Committee is forwarded to the Academic Governance Council where the case is further discussed. The report of which is then forwarded to the head of the institution.
3. Final Stage: The case is finally reviewed by the Head of the institution for Student. The HOI will respond to a final determination appeal within 15 working days. The decision made at this level is final.

Refund appeals will not be considered if the student has officially started using the academic services in any mode. All tuition appeals must be submitted with supporting relevant documents.

Fee Refund appeals will be exceptionally approved for the following reasons as long as the appropriate supporting documentation is provided and considered by Governing Council:

1. Program discontinued by the Institution before its commencement.
2. Serious medical ailment documented by a physician's statement on the doctor's official letter head. The physician's letter must include the date the student was first seen for the medical condition, as well as the beginning and ending date the student was incapacitated/hospitalized. Pre-existing conditions are not justifiable.
3. Extended incapacitation/hospitalization or death of a student's immediate family member - verified with appropriate documentation.
4. Late notification of denial to a specific degree program—with supporting documents.

Free Refund appeals will not be approved in the following instances:

1. Personal errors in judgment or irresponsibility involving transportation, availability of finances, academic ability, time management, etc.
2. Misinterpretation or lack of knowledge of the institution policies and procedures as published in the website.
3. Dissatisfaction with course content; issues concerning academic instruction must be addressed with the Academic Director.
4. Dissatisfaction with academic progress in course(s).
5. Inadequate investigation of course requirements prior to registration.
6. Acceptance of employment or other activity impacting ability to study. (i.e.... work schedule/hours changed; lack of child care; vacation).

## **G. Contact Details**

Admission Complaints and appeal should be submitted to Admission Manager [agvadmissions@amityonline.com](mailto:agvadmissions@amityonline.com)