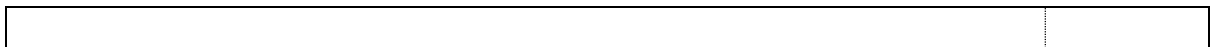

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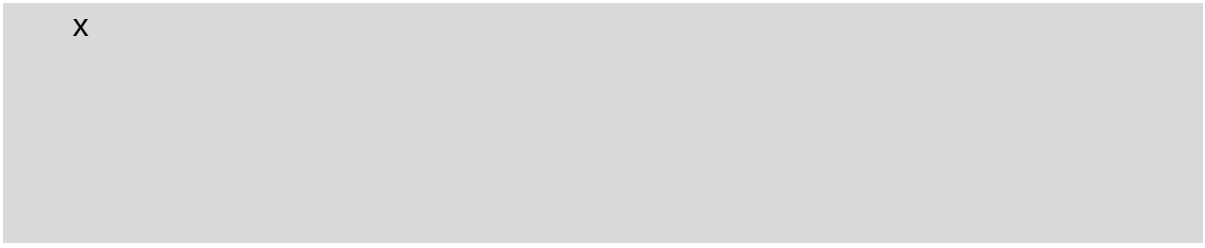
Appeals and Complaints Procedure for Enquirers and Applicants

1

This procedure is applicable to all enquirers and applicants for registration to courses of study at Bangor University.

				circumstances giving ris to the complaint..	writing to the applicant within 10 working days from receipt of the formal appeal or complaint.
	(if the complainant remains unsatisfied. This is the FINAL stage.)	A review request must be sent in writing appeals@bangor.ac.uk for the attention of the SeniorStudentSafeguarding, Conduct and Complai Officer, clearly listing the reasons for escalating t matter. The request must include all releva information relating to the outcome of Stages and 2. At this stage, the decision of the Ch Marketing Officer (or nominee) will be fina Outcome of a successful Review: see and above.		This should normally b done within 20 working days from recei	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THIRD PARTY APPEALS AND COMPLAINTS

In compliance with Data Protection legislation, appeals and complaints can only be considered when submitted by the enquirer / applicant or someone to whom the enquirer / applicant has given written consent to act on their behalf (ie, a third party).

If you are submitting this form on behalf of an enquirer or applicant, please provide your details below:

TITLE (Mr, Miss, D etc):			
SURNAME:		FIRST NAME (S	
ADDRESS:			
CAPACITY: (eg Age parent, etc)			
THIRD PARTY SIGNATUF			
ENQUIRER /APPLICAN CONSENT SIGNATURE:*			