



GREEN VALLEY ACADEMY

Applicant Appeals and Complaints Policy

Approved: October 2026

DOCUMENT CONTROL

Reference	GVA-02
Policy owner	Academic Registrar and Admissions Officer
Approved by	Academic Board, through the Marketing and Admissions Committee — 5 October 2026
Effective from	05 October 2026
Next review	12 months from approval, or earlier following any material change to the University of Wolverhampton admissions framework
Applies to	All applicants to GVA, up to the point of enrolment and registration with the University of Wolverhampton
Linked documents	Admissions Policy and Procedure; University of Wolverhampton Admissions Complaints Procedure and Terms and Conditions

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1. PURPOSE AND SCOPE

- 1.1** This policy gives every applicant to GVA a clear, free and timely route to challenge an admissions decision or to complain about the admissions service, and it connects that route to the University of Wolverhampton's own procedures, which stand behind GVA's as the framework governing the franchised provision. An appeal is a request to review an admissions decision; a complaint is an expression of dissatisfaction with the service, the process or the conduct of staff. The policy applies from first enquiry until enrolment and registration with the University; from registration onwards, the student complaints arrangements and the University's procedures apply. Applicants who have accepted an offer but not yet enrolled may also use the University of Wolverhampton's Admissions Complaints Procedure, as provided in the University's published arrangements, and GVA shall signpost that route in every final-stage response.

2. GROUNDS

- 2.1** An appeal may be brought on either of two grounds: that a procedural irregularity occurred in the handling of the application or the conduct of the Preparation for Foundation or Preparation for Degree Day, such that the published process was not fairly applied; or that relevant information exists which, for good reason, could not be provided at the time of assessment. Disagreement with the professional judgement of trained assessors, properly exercised against the published competencies, is not of itself a ground of appeal — though the applicant is always entitled to feedback and to reapply for a future intake. A complaint may concern any aspect of the admissions service, including delay, communication failures, the conduct of staff, the accessibility of the process, or alleged discrimination, which shall additionally be considered under the Equity, Diversity and Inclusion Policy.

3. PROCEDURE AND TIMESCALES

- 3.1** Stage one informal resolution: the applicant contacts the admissions team at admissions@greenvalleyacademy.co.uk within ten working days of the decision or event, and the team responds within five working days, explaining the decision, correcting any error found, and providing feedback from the PFF or PFD assessment where requested.

Stage two — formal review: where the matter is not resolved, the applicant submits a written appeal or complaint within a further ten working days; the review is conducted by a senior member of staff with no involvement in the original decision, appointed by the Principal, who shall examine the file, the assessment records and the process followed, may meet the applicant, and shall issue a written outcome with reasons within fifteen working days, upholding, part-upholding or dismissing the case and directing any remedy, including reassessment at a fresh PFF or PFD day with different assessors.

Stage three — final review: available on grounds of procedural failure at stage two, decided by the principal within ten working days; the principal's decision concludes GVA's internal process and shall be confirmed in a closure letter which expressly

signposts the University of Wolverhampton's Admissions Complaints Procedure as the further route available.

4. SUPPORT AND ACCESSIBILITY

- 4.1** This procedure shall be as easy to use as the admissions process it reviews. Appeals and complaints may be submitted in writing, by email or, where the applicant would find writing difficult, orally to a member of staff who shall record the matter accurately and read it back for the applicant's confirmation; an applicant may be accompanied or supported at any meeting by a friend, family member or adviser; reasonable adjustments shall be made to every stage of this procedure on request or identified need, including additional time, accessible formats and support with communication; and where an applicant's first language is not English, GVA shall take reasonable steps to ensure the applicant understands each stage and outcome. No fee is charged at any stage, and applicants shall never be discouraged from using this procedure: staff who receive an expression of dissatisfaction shall inform the applicant of this policy rather than allowing the matter to lapse.
- 4.2** Where an appeal or complaint discloses a safeguarding concern, an allegation of discrimination or harassment, or possible fraud, the matter shall additionally and immediately be referred into the Safeguarding and Prevent Policy, the Equity, Diversity and Inclusion Policy or GVA's fraud-prevention arrangements as appropriate, and the applicant shall be told that this referral has been made; the appeal or complaint itself continues in parallel unless the applicant asks otherwise or a statutory process requires it to pause.

5. THE EXTERNAL ROUTE: THE UNIVERSITY OF WOLVERHAMPTON

- 5.1** Because applicants to GVA's franchised provision are applying, ultimately, for admission and registration as students at the University of Wolverhampton, the University's own procedures stand behind GVA's internal stages. An applicant who remains dissatisfied at the conclusion of stage three, or who has accepted an offer and wishes to complain about the admissions process, may use the University of Wolverhampton's Admissions Complaints Procedure as published on the University's website, and GVA's closure letter shall state this plainly, with the correct current contact route and any applicable time limit drawn from the University's published procedure. GVA shall cooperate fully and promptly with any University consideration of a complaint concerning GVA's admissions service, providing the complete file and assessment records on request, and shall implement any remedy or recommendation the University directs. Nothing in this policy limits an applicant's statutory rights, including recourse to consumer-protection enforcement bodies where the complaint concerns pre-contract information.

6. PROTECTIONS, RECORDS AND MONITORING

- 6.1** No applicant shall ever be disadvantaged in the current or any future application for having appealed or complained in good faith; all appeals and complaints shall be logged with their outcomes; and themes, volumes and equality analysis shall be reported each cycle to the Marketing and Admissions Committee, feeding directly into assessor training

and process improvement. Records are retained under GVA's retention schedule and processed in accordance with data protection law. Where an appeal or complaint reveals a systemic weakness — an unclear published statement, an assessment step applied inconsistently, a communication failure — the Academic Registrar and Admissions Officer shall record the corrective action taken and confirm its completion to the Marketing and Admissions Committee, so that the procedure improves the admissions service rather than merely resolving individual cases. This policy shall be reviewed annually alongside the Admissions Policy and Procedure.