

**Undergraduate Medical School
MBChB Admissions Appeals Procedure
University Complaints Procedure**

1.0 MBChB Admissions Appeals

- 1.1** Applicants will be made aware of the primary reason/s for being unsuccessful through the UCAS track system.
- 1.2** An appeal is defined as a request for a review of a decision of the Medical School for an application to undergraduate medicine.
- 1.3** An applicant may appeal if they feel that the published MBChB Admissions Procedures have not been followed.

As examples: an applicant believes that the School has not screened the academic achievement section of their UCAS application correctly; the School did not honour an exam appeal or re-mark grade.

- 1.4** Appeals under any other grounds will not be considered, nor will appeals based on errors or decisions made by external organisations.
- 1.5** A process for considering applicants under extenuating circumstances is in place. Please see section 2.4 of the MBChB Admissions Procedures document on our website for further details.

2.0 Receipt of an Appeal

- 2.1** Appeals are expected to come directly from applicants. However, if permission has been given by the applicant for any third party to process the appeal on their behalf, the Medical School will process the appeal, providing written permission from the applicant is provided to the School.
- 2.2** Appeals must be submitted by e-mail to the MBChB Admissions Administrator, clearly identifying the grounds where procedure has not been followed. If relevant, supporting documentation should be submitted with the appeal.
- 2.3** Appeals must be submitted within 20 working days of the issue being notified to the applicant. Supporting documentation will be considered if submitted within this timeframe.
- 2.4** An application for an extension of time for submitting an appeal must be made in writing to the MBChB Admissions Administrator and should state the grounds on which an extension of time is sought and be accompanied by such evidence of medical or other adverse personal circumstances as are relevant to the request.
- 2.5** An extension will not be granted unless the Chair of the MBChB Admissions Appeals panel is satisfied that the applicant was precluded from appealing within 20 working

days as a result of serious illness or other circumstances which are both exceptional and relevant to the appeal.

3.0 Initial processing of an Appeal

- 3.1** All appeals must be directed, in the first instance, to the MBChB Admissions Administrator. This should happen regardless of who receives the initial request for an appeal.
- 3.2** On receipt of an appeal, the MBChB Admissions Administrator will confirm whether the appeal meets the 20 working day deadline and determine whether the issue is eligible for activation of the Appeals Procedure or the University's Complaints Procedure.
- 3.3** If the MBChB Admissions Appeals process is the correct procedure, the Administrator will confirm this with the applicant and assemble any relevant information about the applicant, which may include:
- UCAS form
 - personal statement
 - reference
 - UCAT score
 - interview data
 - supporting documentation in relation to the application
- 3.4** If the Complaints procedure is the most appropriate process, the applicant will be directed to the University's complaints procedure.

4.0 The MBChB Admissions Appeals Procedure

- 4.1** The Admissions Administrator will submit the relevant information to the MBChB Admissions Appeals Panel for consideration. This will normally take place within 20 working days of receipt of the appeal and supporting documentation. Where this is not possible, the applicant should be informed within the 20 day period and given reason(s) for the delay.
- 4.2** The Panel will be convened by the Operational Lead for MBChB Admissions. The membership will vary, but will include at least one member of University staff not involved in the previous admissions decision and one member of senior academic staff.
- 4.3** The applicant will be informed in writing of the outcome of the appeal, normally within 10 working days of the decision being determined.
- 4.4** The decision of the MBChB Admissions Appeals Panel is final and there is no further right of appeal.

5.0 Complaints

- 5.1** The University defines a complaint as an expression of dissatisfaction by one or more individuals about the standard of service, action or lack of action by or on behalf of the University.
- 5.2** The University's complaints process can be found at:

<http://www.gla.ac.uk/services/senateoffice/studentcodes/students/complaints/>

5.3 Selection decisions will not be changed during the process of complaint.

6.0 Contact details

MBChB Admissions team: med-sch-admissions@glasgow.ac.uk

This information is intended as a general guide to our procedures. All information is correct at time of publishing.

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