

**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.
- 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 refer to the contact details below in the first instance, if you wish to apply within this category. Please note that applicants are not normally considered with more than two grades away from minimum entry requirements and a resit or equivalent is normally expected.

**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 in writing or 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 the 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 Administrative Team will confirm whether the appeal meets the 20 working day deadline and determine whether the issue is eligible for activation of the Appeals Procedure (refer to grounds, 1.2) or the University's Complaints Procedure (refer to 5.0).
- 3.3 If the MBChB Admissions Appeals process is the correct procedure, the Administrative Team will confirm this with the applicant and assemble any relevant information about the applicant, which may include:
- UCAS form
  - personal statement
  - reference
  - UKCAT 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 (refer to 5.0).

### **4.0 The MBChB Admissions Appeals Procedure**

- 4.1 The Admissions Administrative Team 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 decision 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.

### **Examples**

1. The Medical School has not screened the academic achievement section of the application form correctly, with the applicant:
  - a. Submitting evidence on the UCAS form that they meet minimum entry requirements
  - b. Submitting evidence on the UCAS form that they feel they have submitted a satisfactory personal statement and reference
  - c. Achieving the UKCAT threshold for selection to the interview stage
2. The Medical School did not honour an appeal or remark grade either in the most recent cycle, or defer the offer until the next cycle, if the deadline for entry in the most recent cycle had passed.
3. An applicant reapplying the following admissions cycle is not considered for the primary reason of making a reapplication, regardless of performance.

### **Contact**

*MBChB Admissions Administrative Team [med-sch-admissions@glasgow.ac.uk](mailto:med-sch-admissions@glasgow.ac.uk)*

*GLaird 13.08.5, updated 07.10.15*