

### **Kaplan International: Appeals and Complaints procedure**

Kaplan International is committed to the provision of high quality, fair and transparent admissions procedures for all our applicants. We recognise that there may be occasions when applicants would like to find out further information regarding why they have been rejected, or believe that have cause for complaint. Kaplan International reserves the right to reject applicants and applicants have no right of appeal against decisions not to offer them a place.

Kaplan International will however provide:

- Feedback, that is, communication to the applicant on why their applicant has been unsuccessful
- A response to a complaint when an applicant has expressed dissatisfaction in the way that their application has been handled
- A response to an appeal to formally review the outcome of an admissions decision

Time frames: for all three areas outlined above, Kaplan International will seek to provide a response within one week.

Procedures:

In the first instance, applicants with a complaint should raise it informally with the Admissions Manager responsible for their application. If the applicant feels that this course of action proves unsatisfactory, then a formal complaint should be raised using the complaints form at <http://www.kaplanpathways.com/feedback/>

Kaplan International is committed to ensuring that all complaints are treated seriously and constructively. In addition, Kaplan International seeks to ensure that they are dealt with promptly, fairly and consistently.

If a complaint is upheld, Kaplan International will seek to redress the situation promptly.

If a complaint is not upheld, the reason for this decision will be communicated to the applicant.

Kaplan International will ensure that there will be no discrimination against any applicants making a complaint and that all complaints will be dealt with confidentially.

Annual monitoring by the Director of Admissions will take place. The outcome of such monitoring may inform future changes in process.