

## Applicant Feedback Policy

### 1. General Principles

- 1.1 The University of Bristol is committed to providing applicants with clear and transparent admissions policies and procedures for all courses that we offer. This information is regularly reviewed and updated and is available online for reference throughout the admissions process. Application decisions are made by a professional admissions team providing a high-quality service to all applicants.
- 1.2 We recognise the importance of providing feedback to applicants whose applications have been unsuccessful so that the reason for the decision can be better understood. Feedback is issued as a matter of course at the point that the decision is communicated to applicants.
- 1.3 Once applicant feedback has been published, the University will not provide further feedback to applicants or third parties.

### 2. Scope

- 2.1 This policy covers the issue of applicant feedback relating to the admissions process at the University of Bristol. Once a student has enrolled at the University, this policy is no longer applicable. Current students wishing to discuss feedback should contact their Faculty/School for further information.
- 2.2 Applicants wishing to lodge a complaint or appeal should refer to our Complaints and Appeals Policy.

### 3. Definitions

- 3.1 Applicant **feedback** is defined as the communication from the University to an applicant who has been unsuccessful, to provide the reason(s) for the unsuccessful outcome.

### 4. Process for Applicant feedback

- 4.1 Applicants who receive an unsuccessful decision on their application will be provided with feedback as to the reason(s) that lead to the unsuccessful outcome at the point the decision is communicated to them.

- 4.2 As individual feedback is provided to applicants as a matter of course, the University will not provide additional feedback to that which has already been received.
- 4.3 The University provides minimum entry requirements and assessment criteria for all courses within the online course finder. Applicants who have received an unsuccessful decision are advised to read this information carefully as in many cases this will further explain why an application has been unsuccessful.
- 4.4 Candidates who do contact the University for additional feedback will be referred back to this policy and advised that no further feedback will be provided.
- 4.5 Where an applicant feels that the admissions process has not been followed correctly and/or a decision may not have been reached fairly, they must follow the Complaints and Appeals Policy.
- 4.6 The University responds to third party requests for feedback on a particular applicant only where prior consent has been given by the applicant. In such cases, feedback will outline general levels of competition and highlight relevant admissions criteria for the course but will not divulge information about the individual or provide additional feedback (see Clause 4.2).

## **5. Monitoring and Evaluation**

- 5.1 This policy was approved by the Student Recruitment Committee in July 2022 and forms part of the University's overall quality assurance framework. It is informed by the UK Quality Code for Higher Education for the assurance of quality in Admissions, Recruitment and Widening Access, particularly Guiding Principle 1.
- 5.2 The Applicant Feedback Policy is reviewed annually.