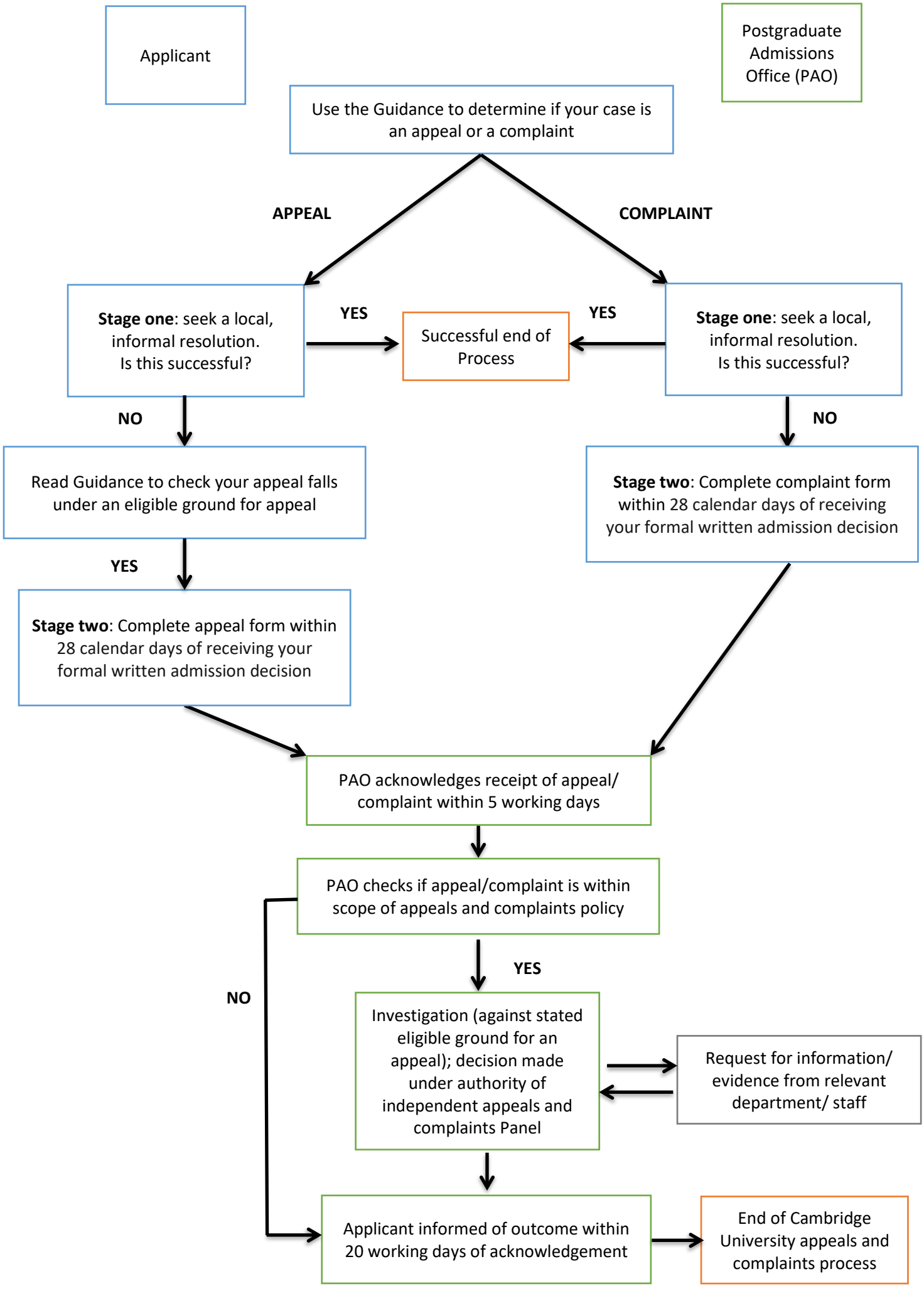
Applicant
Postgraduate Admissions Office (PAO)
Use the Guidance to determine if your case is an appeal or a complaint
APPEAL
COMPLAINT
Stage one: seek a local, informal resolution. Is this successful?
YES
Successful end of Process
YES
Stage one: seek a local, informal resolution. Is this successful?
NO
NO
Read Guidance to check your appeal falls under an eligible ground for appeal
Stage two: Complete complaint form within 28 calendar days of receiving your formal written admission decision
YES
Stage two: Complete appeal form within 28 calendar days of receiving your formal written admission decision
PAO acknowledges receipt of appeal/ complaint within 5 working days
PAO checks if appeal/complaint is within scope of appeals and complaints policy
YES
NO
Investigation (against stated eligible ground for an appeal); decision made under authority of independent appeals and complaints Panel
Request for information/ evidence from relevant department/ staff
Applicant informed of outcome within 20 working days of acknowledgement
End of Cambridge University appeals and complaints process