Applicant

Use the Guidance to determine if your case is an appeal or a complaint

APPEAL

Stage one: seek a local, informal resolution. Is this successful?

YES → Successful end of Process

NO → Read Guidance to check your appeal falls under the stated ground and choose a ground for appeal

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

NO → Request for information/evidence from relevant department/staff

YES → Consideration of appeal/complaint by independent appeals and complaints panel

Appellant informed of outcome within 20 working days of acknowledgement

End of Cambridge University appeals and complaints process

COMPLAINT

Stage one: seek a local, informal resolution. Is this successful?

YES → Successful end of Process

NO → Stage two: Complete complaint form within 28 calendar days of receiving your formal written admission decision

Postgraduate Admissions Office (PAO)