Postgraduate Admissions Office (PAO)

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 chose a ground for appeal

Stage two: Complete appeal form within 28 calendar days of receiving your formal written admission decision

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

PAO acknowledges receipt of appeal/complaint within 5 working days

PAO checks if complaint is within scope of appeals and complaints policy

YES

Evaluation of evidence against stated eligible ground; consideration of complaint by independent appeals and complaints subcommittee

NO

Request for information/evidence from relevant department/staff

Complainant informed of outcome within 20 working days of acknowledgement

End of Cambridge University appeals and complaints process

申请人

阅读指南以确定您的案件是申诉还是投诉

申诉

第一阶段：寻求当地非正式解决方案。这成功了吗？

是

成功结束流程

否

阅读指南以确保您的申诉符合陈述的条款，并选择申诉理由

第二阶段：在收到正式书面录取决定后28个日历日内完成申诉表

PAO 在5个工作日内确认收到申诉/投诉

PAO 检查投诉是否在申诉和投诉政策的范围内

是

评估根据陈述的合格条款的证据；由独立申诉和投诉委员会考虑投诉

否

要求相关部门/工作人员提供信息/证据

投诉人被告知结果，于确认后20个工作日内告知

剑桥大学申诉和投诉流程结束