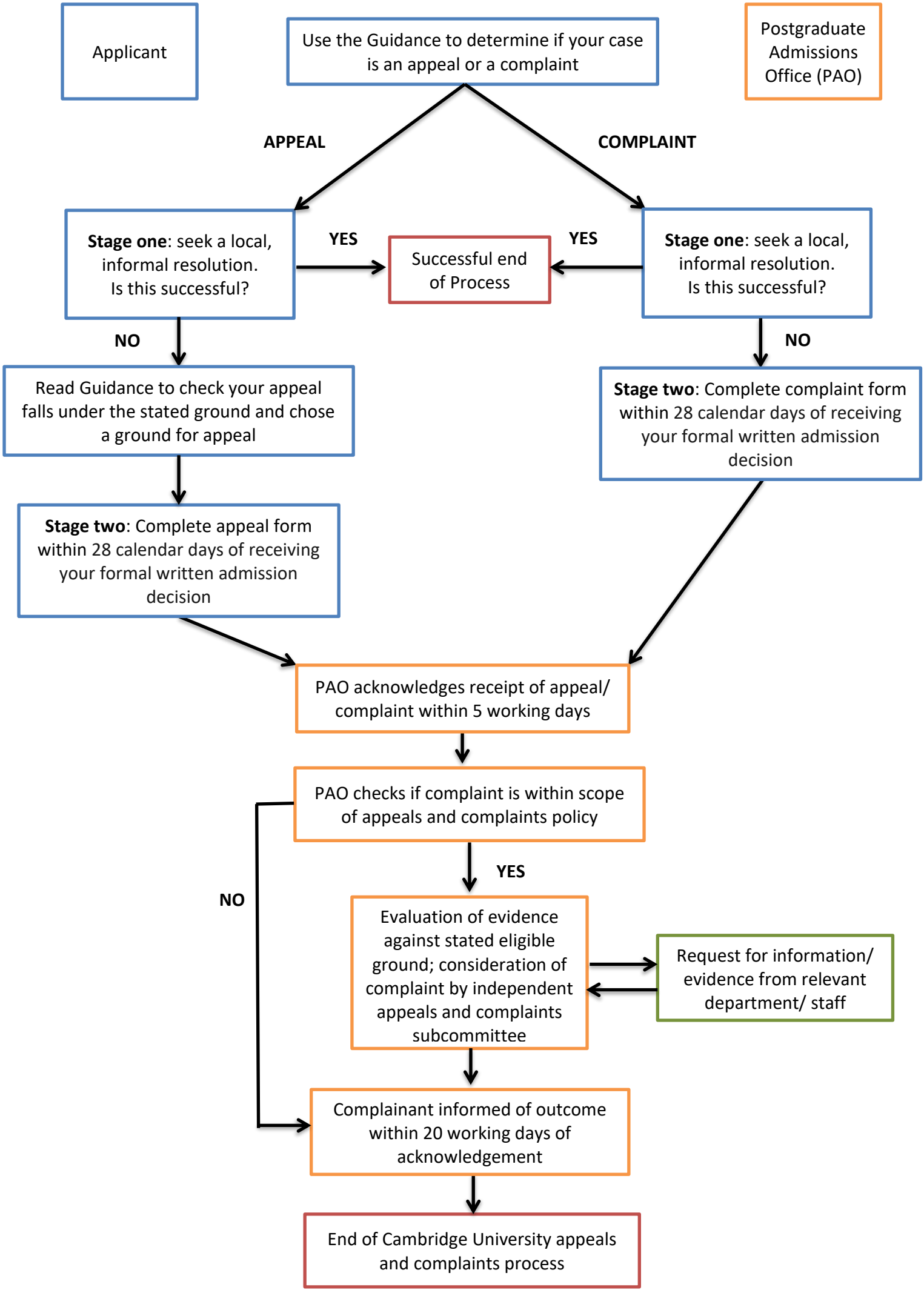
Applicant
Use the Guidance to determine if your case is an appeal or a complaint
Postgraduate Admissions Office (PAO)
APPEAL
COMPLAINT
Stage one: seek a local, informal resolution. Is this successful?
YES
Successful end of Process
YES
Stage one: seek a local, informal resolution. Is this successful?
NO
NO
Read Guidance to check your appeal falls under the stated ground and chose a ground for appeal
Stage two: Complete complaint form within 28 calendar days of receiving your formal written admission decision
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 complaint is within scope of appeals and complaints policy
YES
NO
Evaluation of evidence against stated eligible ground; consideration of complaint by independent appeals and complaints subcommittee
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