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?
  - NO → Read Guidance to check your appeal falls under an eligible ground for appeal
  - YES → **Stage two**: Complete appeal form within 28 calendar days of receiving your formal written admission decision

**COMPLAINT**

- **Stage one**: seek a local, informal resolution. Is this successful?
  - NO → **Stage two**: Complete complaint form within 28 calendar days of receiving your formal written admission decision
  - YES → End of Cambridge University appeals and complaints process

**PAO**

- Acknowledges receipt of appeal/complaint within 5 working days
- Checks if appeal/complaint is within scope of appeals and complaints policy
  - NO → Request for information/evidence from relevant department/staff
  - YES → Investigation (against stated eligible ground for an appeal); decision made under authority of independent appeals and complaints Panel
- Applicant informed of outcome within 20 working days of acknowledgement