



Admissions Appeals and Complaints Procedure (HE)

Version	1
Owner	Quality and Standards Committee
Approving body	Board of Directors
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See Appendix A for version history

Admissions Appeals and Complaints Procedure (HE)

1. Purpose

- 1.1. This Procedure explains how applicants may raise concerns about an admissions decision or the way in which the admissions process has been conducted.

2. Scope

- 2.1. This Procedure applies to applicants to higher education programmes delivered by Boomsatsuma Education Ltd ('Boomsatsuma').
- 2.2. Applicants are applying for programmes leading to awards of Kingston University London ('Kingston University'), which remains responsible for official enrolment. This Procedure operates as Boomsatsuma's local process for considering appeals and complaints relating to admissions activity administered by Boomsatsuma. Where a matter falls within Kingston University's admissions responsibilities, Boomsatsuma may refer the matter to Kingston University or advise the applicant of the relevant Kingston University process.
- 2.3. This Procedure does not apply to concerns raised by enrolled students. Such matters will be considered in accordance with Boomsatsuma's Student Complaints Procedure [\[Link\]](#) in the first instance, with reference to Kingston University's Student Complaints Procedure where applicable [\[Link\]](#).

3. Academic Judgement

- 3.1. Admissions decisions may involve academic judgement, including decisions relating to:
 - Suitability for a programme

- Assessment of prior learning
- Portfolio review
- Interview performance
- Readiness to study at a particular level.

3.2. Academic judgement exercised as part of an admissions decision is final and is not subject to appeal. Applicants may, however, raise concerns about the fairness or administration of the admissions process in accordance with this Procedure.

4. Admissions Appeals

4.1. An admissions appeal is a request for a review of an admissions decision. An appeal will normally only be considered where the applicant can demonstrate one or more of the following:

- The admissions process was not followed correctly
- The decision was based on incorrect or incomplete information
- Relevant information was not considered
- There is new information that, for good reason, could not reasonably have been provided earlier
- There is evidence that the decision was affected by bias, discrimination or unfair treatment.

4.2. An appeal will not normally be considered solely because an applicant disagrees with the academic judgement exercised in reaching the original decision.

5. Admissions Complaints

5.1. An admissions complaint relates to the administration of the admissions process rather than the outcome of an admissions decision. Examples may include:

- Unreasonable delay
- Poor communication
- Failure to provide information
- Conduct of staff involved in the admissions process
- Failure to follow published admissions procedures.

5.2. Submitting a complaint does not automatically result in an admissions decision being reconsidered.

6. Submitting an Appeal or Complaint

- 6.1. Appeals and complaints should normally be submitted in writing to admissions@boomsatsuma.com within 20 working days of the applicant being notified of the decision or issue giving rise to the concern.
- 6.2. The submission should clearly explain the grounds for the appeal or complaint and include any supporting evidence.
- 6.3. Where the matter relates to a decision or process for which Kingston University retains responsibility, Boomsatsuma may refer the matter to Kingston University or advise the applicant to use the relevant Kingston University route.

7. Consideration and Outcome

- 7.1. Appeals and complaints will normally be acknowledged within 5 working days of receipt. The Admissions team will then investigate the appeal or complaint and may seek further information from the applicant or from staff involved in the original decision-making process.
- 7.2. Following investigation, the Head of Higher Education will review the findings, seek advice where appropriate, and determine the outcome.

- 7.3. Following review, Boomsatsuma will determine whether the original local decision or process should stand, whether further local action is required, or whether the matter should be referred to Kingston University.
- 7.4. Where an appeal or complaint is upheld, Boomsatsuma will explain any action to be taken as a result. This may include reconsideration of an application, review of an admissions decision, clarification of information provided to the applicant, or improvements to admissions processes and procedures.
- 7.5. Applicants will normally receive a written outcome within 20 working days of submitting the appeal or complaint. Where additional time is required, the applicant will be informed of the reason for the delay and the revised timescale.
- 7.6. The outcome of the review represents Boomsatsuma's final local response. Where the matter falls within Kingston University's admissions responsibilities, or where a further route is available under Kingston University's Admissions Policy [\[Link\]](#), the applicant will be advised of the relevant Kingston University process. Applicants should note that the Office of the Independent Adjudicator for Higher Education (OIA) does not consider complaints relating to admissions.

8. Related Policies and Documents

- 8.1. The following policies, procedures and information may be relevant, depending on the circumstances.

Boomsatsuma:

- Admissions Policy (HE) [\[Link\]](#)
- Student Complaints Procedure (HE) [\[Link\]](#)

Kingston University London, the awarding institution for higher education programmes delivered by Boomsatsuma:

- Admissions Policy (AP1) [\[Link\]](#)
- Student Complaints Procedure (GR2) [\[Link\]](#)
- Fees and Funding [\[Link\]](#)
- General Student Regulations (GR1) [\[Link\]](#)
- Other Kingston University policies and regulations [\[Link\]](#)

9. Review

- 9.1. This Procedure will be reviewed periodically by the Quality and Standards Committee to ensure it remains aligned with relevant legislation, regulatory expectations, and provider practice.

Appendix A – Version History

Version	Date	Changes
1	10 June 2026	New draft