



**UNIVERSITY OF ZAMBIA
DIRECTORATE OF QUALITY ASSURANCE**

**GUIDELINES FOR ADMISSIONS' APPEALS AND
COMPLAINTS FOR APPLICANTS**

1.1 Background

These guidelines are intended to explain the process for consideration and resolution of appeals and complaints related to application for admission to programmes of study of the University of Zambia.

The University is committed to operating a fair and consistent admissions process that safeguards the interests of the applicants. Applicants can be assured that a formal submission of an appeal or complaint will not prejudice any opinion of the applicant, or be used to adversely affect any later dealings between the University and the applicant including any future applications.

1.2 Scope

These guidelines are intended to deal with appeals and complaints made by applicants for admission to all University programmes of study and in all the different modes of study provided by the University. Parties to a dispute include applicants and officers involved in the selection of candidates for admission in all relevant units of the University.

These guidelines do not override the provisions in other Regulations and must be interpreted so as to be consistent with other University Regulations and Statutes.

1.3 Resolution of Appeals or Complaints Related to Admission

1.3.1 Appeals and Complaints

An **appeal** is a request for the ***reconsideration of an admissions decision*** made on an application or the terms and conditions of an offer of admission. An appeal does not dispute the accuracy of the admissions decision made, but rather seeks for a reconsideration of the decision on the basis of extenuating circumstances.

A **Complaint** is an expression of ***dissatisfaction relating to the actions or behaviour*** of one or more members of staff responsible for any part of the admissions process. This could involve concerns around a procedural error, irregularity or improper administration of the admissions process. If a complaint were upheld, the likely decision would be to review the procedure used to arrive at the outcome and a formal or informal apology to the applicant in case the procedure is found wanting.

An appeal or complaint may relate to the following decisions within the admissions process:

- (i) The decision to reject an application on the basis of examination results (e.g. points obtained, subject combinations, etc.)
- (ii) The decision to consider the application in an inappropriate programme of study; and
- (iii) The content of the offer letter.

The procedure for raising appeals and complaints allows applicants to request for a review of a decision relating to their application. These provisions are applicable to all applicants to the University, whether, regular, distance or extension studies.

1.3.2 Grounds for Raising an Appeal or Complaint Against Admission

Provide the grounds for the:

- (i) appeals
- (ii) complaints

1.3.3 Submission of an Appeal or Complaint

If an applicant decides that he or she has eligible grounds for appeal, the applicant should:

- (a) appeal on his/her own behalf and take the responsibility to obtain the required evidence;
- (b) note that the University will not contact third parties (e.g. doctors, social welfare personnel, etc.) on behalf of the applicant;
- (c) complete and submit the form *“Admission Appeal”* with supporting documentary evidence; and
- (d) ensure that the appeal is submitted by the stated deadline as a failure to do so will result in the appeal being disallowed. The deadline will be communicated on a year-by-year basis, but it is, in general **14 days after publication of admissions to the programme**.

It is important that the applicant submits evidence to support the appeal.

On receipt of the appeal the Quality Assurance Directorate (QAD) will check whether the appeal is presented in the right format with sufficient supporting documents. If not, the applicant will be notified in writing and advised that the appeal cannot be accepted or the applicant will be offered the opportunity to supply more information or evidence within a stated timeframe. All appeals will be acknowledged.

1.3.4 Unacceptable Behaviour in Resolution of Academic Complaints

The University reserves the right not to continue with the appeals/complaints resolution process if the appeal/complaint is conducted in a way which is abusive, offensive, defamatory, aggressive or intimidating, or pursued in an unreasonably persistent or vexatious manner.

1.4 Procedure for Resolution of an Admission Appeal/Complaint

Stage 1: Lodging an Appeal/Complaint for Admission to the

University through the Quality Assurance Directorate

Stage 2: Checking the Documents and Dispatch to Admitting Units

Stage 3: Admitting Unit Consultation Process

Stage 4: Notification to Applicants