



**Bachelor Of Dental Surgery (BDS)
BDS Admissions Appeals Procedure
University Complaints Procedure**

1. Principles

- 1.1 The Dental School is committed to ensuring that all admissions structures and processes uphold the principles of fair admissions and are underpinned by transparency, reliability and inclusion and are applied consistently and equitably to all. We recognise, however, that there may be occasions when an applicant feels dissatisfied with the admissions process or its outcome.
- 1.2 The Dental School upholds the principle that individuals should have an opportunity to raise issues against decisions without fear of disadvantage and in the knowledge that confidentiality will be respected.
- 1.3 An appeal is defined as a request for the review of a selection decision and/or the outcome of an application.
- 1.4 An applicant may appeal if they feel the published BDS Admissions processes have not been followed.
- 1.5 Appeals based on any other grounds will not be considered.
- 1.6 The Dental School operates a separate extenuating circumstances application process. Applicants should notify the BDS Administrative team of any extenuating circumstances prior to the BDS application deadline of 15 October.

2. Process

- 2.1 If you believe you have grounds for an appeal, then a formal appeal can be submitted to the BDS Admissions Administrative Team in writing. Candidates must clearly outline the grounds for appeal and provide any evidence to support this.
- 2.2 Appeals should be submitted within 28 calendar days of the decision. Any appeal or supporting evidence submitted outwith this time frame will not be considered.
- 2.3 Appeals should be submitted from the applicant only. A third party can submit an appeal only with the candidates written consent.

3. Outcome

- 3.1 Upon receipt of an appeal, the BDS Admissions team will determine if the appeal meets the 28-calendar day deadline and determine whether the issue is eligible for activation of the Appeals Procedure (see 1.4) or the University Complaints Procedure (see 4.1)
- 3.2 Candidates will normally be informed within 10 working days, in writing, whether the appeal or complaint will be considered under the formal procedure.
- 3.3 If the Complaints Procedure is the appropriate process, candidates will be directed to the University Complaints procedure.

- 3.4 If the appeal is accepted, the BDS Admissions Lead will conduct a full investigation with the support from the Admissions Team. The findings will be reviewed by the Admissions Committee. If the BDS Admissions Committee agrees to uphold an appeal, the dental school will take reasonable action as is appropriate and you will be informed of the outcome in writing. If your appeal is not upheld, we will communicate the reasons for this decision in writing.
- 3.5 The decision of the BDS Admissions Committee is final and there is no further right of appeal.

4. Complaints

- 4.1 The university defines a complaint as an expression of dissatisfaction by one or more individuals about the standard of service, action or lack of action by or on behalf of the University.
- 4.2 Please refer to the University Complaints Procedure for further information.
- 4.3 Selection decisions will not be changed during the process of the complaint.

5. Storage and Processing of Appeals Information

- 5.1 Candidates can raise matters of concern without fear or disadvantage and in the knowledge that privacy and confidentiality will be respected. Information may be disclosed to members of the University in order to allow investigation of the matter.
- 5.2 All information pertaining to an appeal or complaint will be stored in accordance with The General Data Protection Regulations. The record of an appeal and any supporting documentation will be destroyed after two calendar years following resolution of the case.

6. Contact Details.

- 6.1 For further information about this procedure, please contact the BDS Admissions Team.

Email: Med-sch-dental-ug@glasgow.ac.uk

Phone: +44 (0) 141 211 9703

Post: BDS Admissions team, Dental School, Glasgow Dental Hospital and School, 378 Sauchiehall Street, Glasgow, G 3JZ