



Undergraduate Admissions Feedback Policy

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Undergraduate Admissions

Feedback Policy

Principles of the policy

- Where the University decides that an offer cannot be made, an unsuccessful decision is communicated to applicants via their UCAS Hub or via the myEssex applicant portal.
- In this context, feedback is defined as information about why an application was unsuccessful.
- Due to the highly competitive nature of both our FdSc Oral Health Science and East 15 Acting School courses, the feedback policy differs for those that have attended interviews or auditions for these courses. Please see the sections 2 and 3 of this policy for information relating to feedback for those courses.

Section 1 – Standard feedback procedure (applies to applicants for all undergraduate courses, excluding those made unsuccessful after audition or interview for East 15 and Oral Health Science)

- Requests for feedback must be made by the applicant in writing within 6 weeks of the date that the application was unsuccessful. The Undergraduate Admissions Office will aim to provide feedback in writing within 28 days of receipt of a request for feedback or inform applicants when feedback will be provided if it is not possible to respond within 28 days.
- Requests for feedback should be made by email to: ugquery@essex.ac.uk
- The University will provide its feedback about the application in a single written response by email. We regret that we are unable to enter into a dialogue with applicants in the provision of feedback, due to the large number of applications received each year.
- In line with Data Protection policies, the Undergraduate Admissions Office cannot provide feedback to anyone other than the applicant unless the applicant has given their permission in writing for them to do so. The feedback will be sent to the email address the applicant has provided on their application form.

Section 2 – Feedback procedure for applicants who attended an audition at East 15 Acting School

- Applicants attending an audition in person may receive direction from those leading the audition. However, the University does not provide formal verbal or written feedback on the day of the audition or thereafter. Please see the E15 Auditions Terms and Conditions for further information on feedback:

[Admissions terms and conditions | University of Essex \(east15.ac.uk\)](#)

- Please note that our standard feedback policy (in section 1, above) applies to those made unsuccessful for East 15 Acting School at the application stage (i.e. without attending an audition).

Section 3 – Feedback procedure for applicants who attended an interview for FdSc Oral Health Science

- Due to the number of applicants interviewed for a limited number of places on our Oral Health Science courses, we are unable to provide feedback to any applicant unsuccessful at interview. However, applicants who are unsuccessful at interview will receive generic information on how to self-evaluate their performance in the interview and tests if requested.
- Please note that our standard feedback policy (in section 1, above) applies to those made unsuccessful for FdSc Oral Health Science at the application stage (i.e., without being shortlisted for interview).

Section 4 – Complaints

- In line with our Complaints Policy for Applicants, the University of Essex does not allow appeals against an academic selection decision. If the applicant feels that a procedural irregularity has occurred as part of the admissions process, or is dissatisfied with any aspects of the University's admissions process, they must follow the procedure outlined in the University's '*Complaints Policy for Applicants*':

<https://www.essex.ac.uk/-/media/documents/admissions/complaints-policy-for-applicants.pdf> (.pdf)

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