

University of Essex
Graduate Admissions Feedback Policy

- Where the University decides that an offer cannot be made, this is communicated to applicants via email.
- Feedback in this context is defined as information about why an application was unsuccessful.

Standard feedback procedure (applies to applicants for all postgraduate 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 Graduate Admissions Office will endeavour to provide feedback in writing within 20 working days of receipt of a request for feedback, or (where it is not possible to do so) will inform applicants when feedback will be provided.
- Requests for feedback should be submitted to: pgquery@essex.ac.uk
- The University will provide its feedback about the application in a single written response. We regret that we are unable to enter into a dialogue with applicants in the provision of feedback, given the large number of applications received each year.
- In line with Data Protection policies, the University will not be able to provide feedback to anyone other than the applicant or their designated Agent, unless the Graduate Admissions Office has received written consent from the applicant to do so. The feedback will be sent to the email address the applicant has provided on their application form.

Variations

- Due to the highly competitive nature of East 15 Acting School courses, the feedback policy differs for those that have attended interviews or auditions for these courses.

East 15 (for those that attended an audition)

The East 15 audition process is very thorough and those applicants that attend an audition may receive direction from those leading the audition. 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:

<https://www.east15.ac.uk/undergraduate/applying-to-east-15>

Complaints

- In line with our 'Complaints Policy for Applicants', the University of Essex does not allow appeals against an academic admissions 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 'Complaints Policy for Applicants':

https://www1.essex.ac.uk/quality/Documents/university_policies/Complaints_policy_for_applicants_UG_and_PG_Oct_2018.pdf