



## **Applicant Complaints procedure**

University College Dublin aims to provide a high standard and quality of service for applicants and to deliver an admissions process that is consistent, fair and professional, but recognises that occasionally applicants may not be satisfied with the service they receive.

As part of its commitment to enhancing the applicant experience, this procedure has been established to deal with complaints from applicants in a fair and transparent manner. Complaints are distinct from appeals and will not result in a change to an admissions decision. The University recognises that complaints may provide useful feedback from applicants and, where appropriate, will be used to improve the admissions process.

Applicants who wish to make a complaint should in the first instance contact the unit with whom they were in contact (for example UCD Registry Admissions in the case of EU undergraduate applications or the relevant school or the International Office in the case of non-EU applications). The complaint should be received within 15 working days of the alleged incident. Complaints received after this time will not be entertained.

If the applicant remains dissatisfied with the outcome of the initial complaint, they should contact the Director of Admissions & Enrolment Planning.

Thereafter, if applicants continue to be dissatisfied, they should contact the Registrar. The decision of the Registrar will be considered final.