

Applicant Complaints and Appeals Policy

2026-27

Applicant Complaints & Appeals

What is a Complaint?

A *complaint* is a query you can raise after you receive a decision from Study Group following the outcome of an application for study.

You can raise a complaint if e.g. you feel you did not receive a high enough standard of customer service, you think a mistake was made, or the procedure incorrectly followed during the admissions process at Study Group. A complaint can also be raised in this way if it is about your agent.

Please note that a complaint cannot be raised against the academic decision itself, but if you think there was an error, you can ask for a review.

There are potentially three stages to Study Group's complaints process and these are described below.

First stage: Informal Resolution

If the you are dissatisfied with the Study Group application process:

1. Email the concerns to customercare@studygroup.com within 30 days of receiving the response to your application.
2. In the email, explain:
 - Explain what your complaint or appeal is about. Describe what happened in order, including what you have already done and who you have spoken to so far.
 - Clearly state what outcome you are hoping for or what action you want to be taken.
 - Provide all supporting documents and explain why each one is relevant. List them in your message and attach the documents separately.
3. Include these details:
 - Study Group Student ID
 - Date of birth
 - Name of the course applied for

Study Group will investigate your complaint and normally send a written response to you (by email or

letter) within 2 working days, and this will complete the informal stage.

If more information is required from you to respond to your complaint, Study Group will contact you within 2 working days to ask for the missing details. Once you have provided the required information or explained why you cannot provide it, Study Group will then respond to you within a further 2 working days.

Second Stage: Formal Stage

If you are dissatisfied with the Stage 1 response:

1. Complete the **Applicant Complaints Form** (included at the end of the policy) (**ACF**) to customercare@studygroup.com.
2. Submit it within **10 working days** of receiving the **Stage 1 response**.

Study Group will review your ACF and investigate. You will normally receive a written response within 5 working days.

When a complaint is made about specific members of staff, those staff shall have the right to see copies of relevant documentation, to present evidence, and to be informed of the outcome of the complaint. Study Group reserves the right to maintain confidentiality in relation to staff disciplinary matters.

If your complaint is upheld, recommendations may be made to improve policies or update decisions if applicable.

Third Stage: Escalated Appeal

If you are still dissatisfied after the Stage 2 response:

1. Email customercare@studygroup.com to confirm that you are not satisfied with the stage 2 response giving the reasons why.
2. Do this within **10 working days** of receiving the **Stage 2 response**.
3. You *cannot* add new evidence at this stage.

Study Group shall refer the matter to a Review Panel. The Review Panel may:

- Uphold the complaint and make recommendations, or
- Reject the complaint and explain why.

You will normally receive a written response within 5 working days of the Review Panel having made its decision.

There are no further appeals after Stage 3.

Agent Complaints or Feedback

Where you would like to raise a complaint against the services provided by your agent, as above you can still raise this with customercare@studygroup.com and indicate that the query is about your agent. The process will be as above in terms of response times and stages. Study Group may facilitate a change of agent should this be requested by you.

