



## **Complaints and Appeals Procedure**

*Date: May 2026*

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## 1. Purpose and Scope

This document sets out the planned procedure that the London Institute of Actuarial Studies (LIAS) intends to implement for applicants to raise complaints or submit appeals related to recruitment and admissions processes.

It is part of our commitment to develop a fair, transparent and student-responsive approach, informed by good practice in the UK higher education sector. This procedure aligns with the requirements of our partner university, EuroAmerican Institute, and has been developed with reference to the Office for Students' (OfS) expectations for registered providers. LIAS is not yet registered with the OfS.

This procedure applies to all individuals who submit an application to a LIAS programme.

This procedure applies to complaints and appeals related to recruitment and admissions only. Enrolled students should refer to the separate Academic Appeals and Student Complaints Procedure.

Oversight of this procedure rests with the Director (Founder), supported by the Advisory Team and experienced academic leads.

## 2. Definitions

1. **Complaint:** A concern raised about the way an application or enquiry has been handled, including administrative error, miscommunication or poor service.
2. **Appeal:** A request to review an admissions decision on the grounds that a procedural irregularity or material error affected the outcome.

## 3. Principles

LIAS intends to:

- Respond to concerns and appeals promptly, fairly and transparently
- Maintain a distinction between applicant procedures and future academic complaints processes
- Ensure applicants raising concerns in good faith are not disadvantaged
- Base decisions on clear published admissions criteria and evidence
- Use feedback for continuous improvement

Complaints or appeals submitted by third parties will require written authorisation from the applicant.

## 4. Procedure

### 4.1 Informal Resolution

Applicants are encouraged to contact the Admissions Team to resolve concerns informally.

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**Email:** admissions@lias.org.uk

## 4.2 Formal Complaint or Appeal Submission

If informal resolution is unsuccessful, applicants may submit a formal complaint or appeal within **20 working days** of the issue or decision.

Submissions should include:

- Full name and application reference
- Explanation of the issue or decision
- Grounds for complaint or appeal with supporting evidence
- Desired outcome (if applicable)

Appeals will only be considered where:

- A procedural error occurred
- Miscommunication affected the outcome
- Incorrect data influenced the decision

Formal submissions should be sent to:

**Email:** appeals@lias.org.uk

**Subject Line:** Formal Complaint/Appeal – [Your Full Name]

Complaints and appeals will be acknowledged within **3 working days**.

## 4.3 Review and Decision

Once a formal complaint or appeal is received:

- A senior staff member not previously involved will review the case
- A written response will be provided within **15 working days**
- A holding response will be issued if further investigation is required

## 4.4 Further Review

If the applicant remains dissatisfied:

- A final review may be requested within **10 working days**
- The review will be conducted by the Director (Founder) or a delegated member of the Advisory Team
- The outcome will conclude LIAS internal procedures

Applicants who remain dissatisfied may be signposted to appropriate external routes where relevant.

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## 5. Record-Keeping, Confidentiality and Monitoring

LIAS will:

- Maintain a log of complaints and appeals
- Handle personal information in accordance with UK GDPR and the Data Protection Act 2018
- Store data securely and restrict access to authorised staff only
- Ensure any data sharing with partner institutions is governed by data processing agreements

For data protection queries, applicants may contact the Data Protection Lead at [privacy@lias.org.uk](mailto:privacy@lias.org.uk).

The Director, in consultation with the Advisory Team, will receive an anonymised annual summary for quality assurance purposes.

## 6. Links with Partner Institutions

Where programmes are validated by our partner university, EuroAmerican Institute (Malta):

- LIAS will liaise with the partner institution where necessary
- Applicants may be directed to university procedures when appropriate

## 7. Accessibility and Review

This procedure will:

- Be published on the LIAS website
- Be available in alternative formats upon request
- Be reviewed annually based on stakeholder feedback

This procedure will be reviewed by 30 June 2027 and annually thereafter.

LIAS commits to the following future enhancements to this procedure:

- Introducing a submission checklist or template to assist applicants
- Adding a dedicated Equality and Diversity section aligned with the Equality Act 2010
- Including specific guidance on reasonable adjustments for applicants with disabilities

These enhancements will be implemented by 30 June 2027.

Material amendments to this procedure will be emailed to all current applicants and enrolled students at least 14 days before taking effect, except in emergencies.