



## 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 experience for other applicants.

Applicants who wish to make a complaint should in the first instance report the incident to the unit with whom they were in contact, stating clearly that it is an Applicant Complaint.

- For those who have applied direct to UCD this should be submitted at <https://crm.ucd.ie/futurestudents/s/ask-a-question> and it will be directed to the appropriate area.
- For CAO applicants it should be submitted via [www.ucd.ie/askus](http://www.ucd.ie/askus) and it will be directed to UCD Registry Admissions.

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 & Strategic Enrolment via [ucd.ie/askus](http://ucd.ie/askus).