

LSBP Appeals Process for Application to the Diploma Course in Biodynamic Psychotherapy

Admissions Procedure Appeals

Introduction

1. LSBP is committed to providing a fair and efficient admissions service and applicants will not be disadvantaged in any way because they have used this procedure.
2. An appeal or a complaint may express serious concern about any aspect of the admissions process.
3. Applicants have the right to appeal against a decision not to offer them a place at LSBP only on the grounds of procedural irregularity, or if there is new information which may affect the decision (with reasons why it was not made available at the time of application), or if there is evidence of any action or decision which is not consistent with LSBP Admission policy or Equal Opportunity Policy.
4. An appeal or complaint must be made on an individual basis by the applicant. Appeals or complaints made by a third party will not normally be considered.
5. This procedure and any decision made under the procedure do not automatically give legal rights to the complainant, nor place obligations on LSBP/CBP to pay compensation either in respect of a decision in connection with the procedures or a breach of the procedures.

Procedure

Informal stage

1. Most appeals and complaints can be resolved informally. Applicants should normally raise the matter within 15 working days of the action causing concern and in any case before the start date of the Diploma course they applied for, whichever is sooner.
2. In the first instance, the matter should be raised in writing and sent via email to the Training Administrator training@lsbp.org.uk who will respond in writing within 15 working days.

Formal stage

3. If the appeal or complaint is not resolved to the satisfaction of the applicant through this informal means, the complainant should then write formally to the CBP Directors via admin@lsbp.org.uk.
The letter/email should enclose/attach copies of all previous correspondence, explain why the applicant remains dissatisfied and what they hope the outcome would be.
4. The CBP Directors shall investigate the appeal/complaint fully with relevant staff and/or third parties if it is deemed necessary, and shall reply in writing within 30 working days.
5. The decision of the CBP Directors shall be considered final.