

## **Major Scholarships Complaints Procedure**

1. This policy applies to all scholarships, awards, and prizes adjudicated or awarded by The Honourable Society of the Middle Temple. When making a complaint, applicants should set out the nature of their complaint in an email or letter marked for the attention of the Chair of the Scholarships and Prizes Sub-Committee (S&P).

2. Complaints may only be made by applicants for scholarships, awards, and prizes adjudicated or awarded by The Honourable Society of the Middle Temple. An applicant is any person who has submitted or entered an application for any scholarship, award, or prize adjudicated or awarded by The Honourable Society of the Middle Temple.

3. There are two processes below depending on the nature of your complaint. The Chair of S&P, in consultation with the Director of Education will determine the appropriate complaint process.

4. **General complaint** (i.e. applicant thinks he or she should have got a scholarship but didn't):

- You will receive confirmation that your complaint has been received.
- You must submit your complaint within 1 month of receipt of the final decision from the Inn.
- The complaint will be referred to the Chair of S&P or another member of the committee nominated by the Chair.
- The Chair will check the marks awarded for this applicant against those for other applicants seen by the same panel.
- If the complaint is shown to be unfounded against the mark scheme of that panel, the applicant will be informed accordingly.
- If there does seem to be room for doubt, members of the panel will be asked for their comments. If there has been a genuine error, the decision will be amended. Otherwise, the panel's decision stands.

5. **Specific complaint** (e.g. unfair questions, discriminatory remarks, or similar)

- You will receive confirmation that your complaint has been received.

- The complaint will be referred to the Chair of S&P or another member of the committee nominated by the Chair.
- You must submit your complaint within 1 month of receipt of the final decision from the Inn.
- The Chair will contact the interviewing panel and ask for their comments on the interview.
- The Chair of S&P will consider those comments alongside the complaint.
- In considering whether to uphold a complaint, the Chair of S&P will have regard to all the circumstances.

## **6. Remedies**

- Remedies for a substantiated complaint are at the discretion of the Chair of S&P.
- They include but are not limited to re-interview and amendment of marking.
- The Chair of S&P will determine a remedy that is fair in all the circumstances.
- The complainant will be informed of a remedy in no more than 2 months after the receipt of the complaint.
- If the complaint is upheld, the candidate will be informed and made aware of the remedy, as determined by the Chair of S&P.
- If a complaint is not upheld, the applicant will be informed accordingly.

**7. Appeal.** If the complainant is unhappy with the decision of the Chair of S&P or equivalent, then he or she has the right to an appeal.

- Complainant acknowledges receipt of decision by Chair of S&P to their original complaint.
- Submits appeal with reasons stated.
- Reasons can include but are not limited to unfair treatment and undue processing.
- Confirmation of receipt by the Inn and Chair of S&P.
- Decision making of Chair of S&P will be reviewed by a minimum of three of the Inn's trustees. If appeal is upheld, the candidate will be informed and made aware of the remedy, as determined by the trustees.
- If the minimum of trustees cannot be found, then the role will be delegated to a former trustee or relevant benchner as determined by the other trustees.
- If appeal is not upheld, the applicant will be informed accordingly.
- There is no secondary right of appeal and the complainant can only exercise their initial right to appeal within 1 month of the decision by Chair of S&P to the original complaint.

## **Other considerations**

8. If the Chair of S&P was a member of the panel against whom the complaint is directed, the Chair of the Education and Training Committee or another senior member of the S&P should act in his or her place.

9. Complaints should not be used as a method of eliciting feedback. A complaint that is determined to have been made solely for the purposes of obtaining feedback will be dismissed.

10. Recordings of online interviews cannot be used as evidence to support a complaint. Recordings are only kept to prove technical problems not the content of the interview. These recordings are only kept for two weeks after the interviews.