



OUM Admissions: Prospect/Applicant Complaints Policy and Procedures

Purpose

This policy outlines the Complaints Policy and Procedures for Prospects/Applicants to make Admissions-related complaints. It defines the process used by Prospects/Applicants for making complaints and the procedures for accepting complaints during the application and admissions process.

Scope

OUM demonstrates its continuous commitment to supporting Prospects and Applicants who apply to the University by providing them with a defined procedure to make and accept complaints about the admissions process into the MD Program.

Application

This policy should be read in conjunction with the definitions and criteria below.

Definitions

Table 1. Definitions

Definition	Explanation
Admissions Office	The University Admissions Team.
Admissions Panel	The University Admissions Selection Committee.
Prospect	Someone interested in the MD Program.
Applicant	One who has formally applied to the MD Program.
Matriculant*	An admitted student who has paid the Intake Fee and annual fees and received the Student Information System (SIS) login information. *NOTE: This policy does not apply to Matriculant complaints.
Regional Dean	Dean for North America, Dean for Australia and New Zealand, or Dean for Samoa and the Asia Pacific



Admittance Procedure: All Applicants

Applicants must fulfill the requirements in the **Admissions Policy: Selection/Scoring Criteria and Rubric** document to be eligible for admissions.

All applications for the MD Program are processed as documented in the **OUM Admissions Process** document and **Acceptance/Denial Policy and Procedures** below.

The Prospect/Applicant may make a written request for reconsideration. For further information, see the **Acceptance/Denial Policy and Procedures**.

The policy and procedure for Samoan Applicants is the same as for all other Applicants.

Processing of Prospect/Applicant Complaint

1. Prospects/Applicants making an Admissions-related or other complaint must submit the complaint in writing to admissions@oum.edu.ws explaining their grounds, and the Admissions Office will submit the complaint to the Regional Dean and the Director of Marketing, Communications, and Admissions.
2. The decision to make a complaint should be made in a timely manner. Complaints regarding decisions denying admission must be made within two (2) weeks of the Applicant's receiving a Denial Letter.
3. Upon receipt of a written complaint from a Prospect/Applicant to the MD Program, the Prospect/Applicant will receive confirmation that the complaint has been received.
4. The Prospect/Applicant will receive a written response within 30 days.

Note: This Prospect/Applicant Complaint Policy applies only to Prospects and Applicants. Admitted Applicants become Matriculants, and policies relevant to them are found in the OUM Student Handbook.

Associated OUM Supporting Documents

[Admissions Policy: Selection/Scoring Criteria and Rubric](#)
[Applicant Scoring Criteria and Rubric Form](#)
[OUM Admissions Process](#)
[Prospect-to-Student Flowchart](#)
[Applicant Denied Admittance Letter from Dean for ANZ](#)
[Applicant Denied Admittance Letter from Dean for NA](#)
[Applicant Denied Admittance Letter from Dean for Samoa](#)
[Applicant Denied Interview Letter from Dean for ANZ](#)
[Applicant Denied Interview Letter from Dean for NA](#)
[Applicant Denied Interview Letter from Dean for Samoa](#)
[Acceptance/Denial Policy and Procedures](#)

Document Amendments & Approval



Version #	Action Taken	Individual(s) Responsible	Approval of Action Date
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2.0	E 9.3 added	MCA Team	14 March 2023