

TEMPLATE FOR COMPLETION OF PROCEDURES LETTER FOR THE STUDENT COMPLAINTS SCHEME

NB. The format may be adjusted to meet the individual circumstances of a complaint providing that the key points are covered, that is:

- confirmation that internal procedures have been completed
- summary of the issues addressed by the HEI at the final stage of the internal procedures
- final decision of the Higher Education Institution
- student's right to take complaint to the OIA
- warning of three month time limit (in bold)
- how scheme application form can be obtained
- enclose leaflet
- point of contact at HEI.

"Dear [*name of complainant*],

Completion of Procedures Letter

This letter confirms that the internal complaints procedures of this *University / College* in relation to *your complaint/the appeal/disciplinary procedures of this University / College** regarding [.....describe.....] have been completed.

The issue(s) that were considered in relation to your *complaint/appeal/The disciplinary procedures* was / were*: [brief summary of the complaint, appeal or disciplinary matter]

The final decision of the *University / College* is* [.....detail.....] because [reasons]

*The procedures / regulations applied were**: [details]

If you are dissatisfied with the outcome you may be able to apply for a review of *your complaint/academic appeal/disciplinary matter** to the Office of the Independent Adjudicator for Higher Education (OIA) providing that that the complaint that you take to the OIA is eligible under its Rules.

You will need to send to the OIA a Scheme Application Form within **three months** of the date of this letter. A Scheme Application Form can be obtained from [name of person / HEI office and/or the students' union] and also may be downloaded from the OIA website www.oiahe.org.uk (or you can telephone or write to the OIA for a form). You should send a copy of this letter to the OIA with your Scheme Application Form.

Please note that the OIA will only review issues that have been dealt with through the University's internal complaints procedures.

The OIA's leaflet, ***Introduction to the Student Complaints Scheme***, is enclosed.

If you do decide to take your complaint to the OIA [name of point of contact plus name of any alternate] will deal with the complaint on behalf of the University / College.

Yours sincerely,
[Authorised signatory]

**delete/amend words in italics as appropriate*