

The Scheme does not cover complaints about:

- Admissions
- A university's academic judgement
- Student employment
- Matters already considered by a court or tribunal

## HOW DOES IT WORK?

Our procedures are informal and transparent. First we determine whether your complaint is eligible. If it is, we will carry out a review to decide whether your complaint is justified. The final stage is for us to issue a Formal Decision.

If we uphold your complaint we will normally make recommendations to the HEI, which could include asking it to look at your complaint again or monetary compensation. We expect HEIs to comply with our recommendations.

**OIA**  
**Third Floor**  
**Kings Reach**  
**38-50 Kings Road**  
**Reading**  
**RG1 3AA**  
**0118 959 9813**

(calls to and from the Office may be recorded)

email: [enquiries@oiahe.org.uk](mailto:enquiries@oiahe.org.uk)

Further information can be found at our website:

**[www.oiahe.org.uk](http://www.oiahe.org.uk)**



*resolving student complaints*

The Office of the Independent Adjudicator for Higher Education (OIA) provides a free independent scheme for the review of student complaints.

All Higher Education Institutions (HEIs) in England and Wales subscribe to the scheme.

**Introduction to the Student Complaints Scheme**

## HOW DO I COMPLAIN?

The OIA can accept complaints from registered or former registered students.

We can also accept complaints from students at other institutions where their course leads to an award of an HEI.

You must first have completed the HEI's internal procedures. The HEI must then issue you with a Completion of Procedures ("COP") letter confirming this.

Complaints to the OIA should be submitted using the Scheme Application Form. This is available from your university or college or from your students' union. It can also be downloaded from our website or you can telephone or write to us.

Your completed Scheme Application Form should reach us within THREE MONTHS of the date of the COP letter.

Your students' union may be able to help you complete the form and give you more information about our procedures.

## WHAT CAN I COMPLAIN ABOUT?

We can deal with a wide range of student complaints.

Complaints might be about:

- A programme of study or research
- A service provided by a university to a student
- A final decision of a university's disciplinary or appeal panel

*For example:*

- Teaching and facilities
- Student accommodation
- Research supervision
- Welfare
- Discrimination
- Bullying and harassment
- Placements
- Maladministration
- Appeal procedures
- Unfair practices