



**THE OFFICE OF THE  
INDEPENDENT  
ADJUDICATOR FOR  
HIGHER EDUCATION**

Most student complaints about  
higher education institutions  
are resolved internally

*If your university or college  
can't resolve the complaint you  
can come to the OIA's Student  
Complaints Scheme*

But you must do so within  
three months of completing  
internal complaints procedures

The Scheme is free to students

*Ask your university/college or your  
students' union for our leaflet*

**see our web site: -  
[www.oiahe.org.uk](http://www.oiahe.org.uk)**

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