



Immediate release: Tuesday 17 May 2016

Response to the higher education white paper from the Office of the Independent Adjudicator for Higher Education (OIA)

Commenting on the higher education white paper, Success as a Knowledge Economy, Judy Clements, the Independent Adjudicator and Chief Executive at the OIA, said:

“The OIA welcomes the way that the white paper expressly links registration as a higher education provider to membership of the OIA Scheme. This opens up access to independent review of complaints for students who are unable to resolve issues at their provider. It also ensures that the way that providers handle complaints and academic appeals will be based on good practice. These are positive developments that will contribute to student protection. We look forward to working with officials to finalise the details as the new regulatory framework takes shape”

ENDS

Notes to Editors

1. For further information please contact jane.clarkson@oiahe.org.uk
2. The Office of the Independent Adjudicator for Higher Education (OIA) is the student ombudsman service for England and Wales. It reviews complaints from higher education students who remain dissatisfied after exhausting internal complaints procedures at their provider.