



office of the  
independent  
adjudicator

## ANNUAL LETTERS - CATEGORIES OF COMPLAINTS

### **Academic Status**

Complaints which are related to academic appeals, assessments, progression and grades.

### **Service Issues (contract)**

Complaints which are related to the course or teaching provision, facilities and supervision.

### **Disciplinary matters**

Complaints which are related to disciplinary proceedings for non-academic offences.

### **Academic Misconduct**

Complaints which are related to academic offences including plagiarism, collusion and examination offences.

### **Discrimination and Human Rights**

Complaints where the student claims there has been any form of discrimination, including harassment, and where he or she claims his or her Human Rights have been breached.

### **Financial**

Complaints relating to finance and funding: e.g. fees and fee status, bursaries and scholarships.

### **Welfare and Accommodation**

Complaints relating to support services, e.g. counselling, chaplaincy, assistance for international students and accommodation issues.

## ANNUAL LETTER – DEFINITIONS

### **Completion of Procedures Letter**

Once a student has exhausted the provider's internal complaints or appeals procedures, the provider must promptly send the student a Completion of Procedures Letter. In line with published Guidance, this letter should set out clearly what issues have been considered and the provider's final decision. This letter directs the student to the OIA.

### **Justified / Partly Justified / Not Justified**

At the end of the OIA review process we will decide whether a student's complaint about the provider is Justified, Partly Justified or Not Justified.

### **Not Eligible complaint**

This is a complaint that we cannot review under our Rules.

**Settled complaint**

Once a complaint is received by the OIA and the provider has been notified, a complaint will be considered “settled” where the parties to the complaint reach an agreed outcome prior to the OIA issuing a Final Decision.

**Suspended complaint**

A case may be suspended, normally at the request of a complainant, in exceptional circumstances e.g. bereavement or illness. Cases may also be suspended if there is on-going action taking place in another forum which could affect the outcome of the OIA’s review e.g. secondary procedures taking place within the provider.

**Withdrawn complaint**

A complaint will be considered “withdrawn” if a complainant requests that the OIA cease to review the complaint or in cases where the complainant fails to participate in the OIA’s process.