



# CAN YOU COMPLAIN TO THE OIA

a quick guide to see if you can make a complaint to the OIA



## STEP 1 - ARE YOU A STUDENT?

We can only review complaints from **students and former students**.

YES

NO

We cannot consider your complaint

## STEP 2A - IS YOUR COMPLAINT ABOUT A PROVIDER ON OUR LIST OF MEMBERS?

We can only review complaints about providers which are members of our Scheme.

[Check our list of members](#).

## STEP 2B - ARE YOU ON A HIGHER EDUCATION COURSE?

Students can only complain about some providers if they are (or for former students, were) on a higher education course. These providers are identified on our [list of members](#).

The [Guidance on our Rules](#) explains what a higher education course is for these purposes.

NO, MY PROVIDER IS NOT ON YOUR LIST

We cannot review a complaint unless the provider is a member of our Scheme when we receive your Complaint Form.

NO, MY COURSE IS NOT A HE COURSE

We can only consider complaints about some providers if you are (or were, for former students) on a higher education course.

YES, MY PROVIDER IS ON THE LIST, AND (IF RELEVANT SEE STEP 2B) I AM/WAS ON A HIGHER EDUCATION COURSE

## STEP 3 - WHAT DO YOU WANT TO COMPLAIN ABOUT?

Generally, students can complain to us about anything that their provider has done or failed to do. However, there are certain complaints that we cannot review and these are [on this list](#). This includes complaints about **academic judgment**, student employment matters and, other than in certain circumstances, admissions.

[Please check the list of complaints we cannot review](#). Is your complaint about something else?

YES, IT IS ABOUT SOMETHING ELSE

NO, IT IS ABOUT SOMETHING ON THAT LIST

We cannot review complaints about matters referred to in the list. If you are not sure if we will be able to review your complaint, please [contact us](#) before submitting a Complaint Form.

## STEP 4 - HAVE YOU COMPLETED THE PROVIDER'S INTERNAL PROCESSES?

We will not normally review a complaint unless it has completed the provider's internal processes. This gives the provider an opportunity to investigate and, where appropriate, put things right.

Your provider should have sent you a letter confirming that you have completed its processes. This is called a Completion of Procedures (COP) letter and it should explain what issues the provider has considered and what its final decision was.

You can read more about [COP letters in our guidance](#).

YES, I HAVE A COP LETTER

NO, I DO NOT HAVE A COP LETTER

Check with your provider whether you have completed its internal processes. If you think you have completed the processes but are having difficulty in obtaining a COP letter, please [contact us](#).

## STEP 5 - IS YOUR COP LETTER DATED WITHIN THE LAST 12 MONTHS?

We must receive your Complaint Form within 12 months of the date of your COP letter.

YES

NO

We cannot consider your complaint



## YOU CAN SUBMIT A COMPLAINT FORM TO US

To submit a complaint to us, you will need to complete [our Complaint Form](#).

We will then consider your complaint to let you know whether it is something that we can review. You can find more information about our review process in the [Guidance on our Rules](#) and our [Guidance for Students](#).

[SUBMIT A COMPLAINT FORM](#)



office of the independent adjudicator

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

0118 959 9813

/@oiahe

/office of the independent adjudicator