

**PN 920**

**PRESS NOTICE: OIA'S RESPONSE TO THE HIGHER EDUCATION WHITE PAPER**

The OIA today notes the Government's Higher Education White Paper outlining proposals on improving the quality of higher education teaching and learning.

In particular the OIA welcomes:

- The confirmation of the OIA's independence and its integration into the Higher Education Regulatory Framework
- The creation of a 'level playing field' between public and private institutions with regard to access to the OIA for students
- The proposal that the OIA should lead the consultation with the sector to promote good practice and deliver early complaints resolution
- The Government's support for our proposal to increase transparency by publishing summaries of decisions

Rob Behrens, Independent Adjudicator and Chief Executive commented:

"At a time when complaints from students are rising rapidly, we welcome this clear endorsement by the Government and the proposals to consider an enhancement of the OIA's role in promoting good practice.

We look forward to consulting further with the sector on additional approaches to resolving complaints, such as campus ombuds, mediation and a kite-marking scheme for university complaints processes.

We welcome the proposal that all higher education institutions receiving public funding support should be members of the OIA Scheme. This will ensure fair access to all students who wish to make a complaint to the OIA.

The OIA will continue to work with the Higher Education Regulators to safeguard the student experience."

**ENDS**

**Notes to editors**

1. To arrange an interview with the Independent Adjudicator, please contact Nigel Calvin, Communications and Policy Manager (maternity cover) by emailing [nigel.calvin@oiahe.org.uk](mailto:nigel.calvin@oiahe.org.uk) or by phone on 0118 959 9813