

Press notice: 929

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office of the
independent
adjudicator

Press Notice: OFT report on Higher Education in England

Responding to the OFT's report, Rob Behrens, Independent Adjudicator for Higher Education, said:

"This is a detailed report that touches on many important areas. The serious consideration given to complaints and redress is welcome. The key recommendation, that the OIA and QAA should continue to work together to identify and help overcome common complaints and concerns, is helpful.

The OIA's job is to provide independent review and, where appropriate, redress for students whose complaints cannot be resolved internally at the university. The OFT lists some practices that come up in complaints to the OIA, such as misleading information in prospectuses. The view expressed in the report, that institutions must treat students fairly, is one we can all share and work together to achieve."

ENDS

Note to Editors

1. The OFT report of its call for information on undergraduate information is published on 14 March 2014.
2. The OIA gave evidence to the OFT.
3. The OIA is the designated operator of the Scheme for reviewing student complaints in England and Wales, established under the Higher Education Act 2004. All publicly funded universities in England and Wales belong to the Scheme. Private and alternative providers may join by application to the OIA Board.
4. The OIA Scheme is free to students, and has been designed to be accessible to all students, without the need for legal representation.
5. For further information please contact Jane Clarkson, Policy and Communications Manager, by emailing jane.clarkson@oiahe.org.uk.