



office of the  
independent  
adjudicator

'for students in higher education'

# CONSULTATION RESPONSE FORM

## Good practice framework for handling complaints and academic appeals

### How to respond

Please save this interactive form to your computer. Complete it and then email it to:

[consultation@oiahe.org.uk](mailto:consultation@oiahe.org.uk)

by **5 July 2014**

The specific consultation questions are shown on individual pages overleaf.

Name:	
I am replying on behalf of:	
My university (please give the name of the university):	
My students' union (please give the name of the university):	
Myself:	
Other organisation:	
Please note that the OIA may publish or quote from responses. If you prefer not to be quoted please tick this box.	

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**Q1** What additional resources and information should support implementation of the framework?

**Q 2** Are the definitions of complaints and academic appeals accurate and useful?

**Q 3** Do the suggested time limits balance the need for effective internal review with the importance of resolving cases as quickly as possible?

**Q 4** Are the suggestions on recording the informal stage proportionate?

**Q 5** Is it appropriate to introduce the sifting process at the formal stage?

**Q 6** Does the draft framework give the right emphasis to hearings in the complaints and academic appeals processes?

**Q7** Does the draft framework adequately reflect the importance of including legal representation only in exceptional circumstances?



**Q 8** Is the progression between stages clear?

**Q 9** What more would you do to clarify and explain this draft framework?