

Press notice 932

For immediate release

Wednesday 30 July 2014



office of the
independent
adjudicator

University complaints 2013

The OIA has today (30 July) published Annual Letters for 2013 setting out the complaints record of all universities within the OIA Scheme. The letters show the number of complaints and appeals closed by each university, the number that are then taken by the student to the OIA, and the OIA's findings.

The annual letters are based on the number of Completion of Procedures letters issued and do not take account of complaints and appeals that are resolved before exhausting universities' own proceedings. Different universities follow different processes in managing and closing complaints. For this reason it is not always possible to assume that the number of 'Completion of Procedures' letters accurately reflects the number of complaints and appeals which have been through formal university processes.

Rob Behrens, Independent Adjudicator and Chief Executive commented:

"The OIA's annual letters are now well-established and put in the public domain the record of universities in handling those complaints and appeals that go through all the stages in a university's processes. The letters show how many students go on to take their case to the OIA and the final outcome. This transparency is one of the factors underpinning student, university and public confidence in the OIA Scheme."

ENDS

Notes to Editors

1. All the Letters to OIA Scheme members are published on the OIA website at <http://oiahe.org.uk/decisions-and-publications/annual-letters.aspx>.
2. The purpose of the Letters is to:
 - Increase public scrutiny of complaints handling records in universities;
 - Increase complainant confidence in university complaints handling processes;
 - Allow universities to look at their own record alongside that of other universities of similar size.
3. The OIA cannot accept responsibility for any inferences or conclusions derived from the data by third parties.
4. 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 universities in England and Wales belong to the Scheme.
5. The OIA has a wide remit to review student complaints about an 'act or omission' by HEIs in England and Wales. It does not review academic judgment or admissions issues.

The Scheme Rules and all details related to OIA operations can be found at www.oiahe.org.uk

6. For further information please contact Jane Clarkson, Policy and Communications Manager, by emailing jane.clarkson@oiahe.org.uk or by phone on 0118 959 9813