**Completion of Procedures Letter Template**

**For use where the student is studying for a qualification awarded by an external Awarding Body which is not a member of the OIA Scheme (for example an HNC or HND awarded by Pearson (Edexcel))**

**This template is for complaints closed on or after 9 July 2015.**

**Please note - the format may be adjusted to meet the individual circumstances of a complaint provided that the key points below are included.**

Dear [*Name of complainant*],

Completion of Procedures Letter

This letter confirms that the internal procedures of *[name of higher education provider]* in relation to your *complaint / appeal etc\** regarding [*please describe*]have been completed*.*

The issues that you raised in your *complaint / appeal etc\* were* [*details*]

The issue(s) that were considered in relation to your *complaint / appeal etc was / were\**: [*brief summary of the complaint etc*].

The final decision of *[name of higher education provider]* is\* [*detail*] because [*reasons*].

The procedures / regulations applied were\*: [*details and date as supplied to the OIA’s electronic Regulations Bank*].

[*Name of provider]* subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome you may be able to apply for a review of *your complaint / appeal etc*\* to the Office of the Independent Adjudicator for Higher Education (OIA) provided that the complaint you take to the OIA is eligible under its Rules.

Should you decide to make a complaint to the OIA, your OIA Complaint Form **must be received by the OIA** within **12 months** of the date of this letter, that is, it must be received by the OIA **on or before** [*insert date - e.g. if the Completion of Procedures Letter is dated 9 December 2015, this date should be 9 December 2016*].

[*Include here any factors of which the provider is aware which mean that it is particularly important for the student to bring the complaint promptly.]*

You can fill in the OIA’s complaint form online or download a copy from the OIA website. <https://www.oiahe.org.uk/students/how-to-complain-to-us/>. The OIA also publishes *An Introduction to the OIA Scheme for Students*, which can be downloaded from <https://www.oiahe.org.uk/students/can-you-complain-to-us/>. Alternatively, you can telephone or write to the OIA for a form. **You should send a copy of this letter to the OIA [ optional - and our final decision] with your OIA Complaint Form.**

Guidance on submitting a complaint to the OIA and the OIA Complaint Form can also be found on the OIA’s website <https://www.oiahe.org.uk/students/how-to-complain-to-us/>. You may also wish to seek advice from [*refer to students’ union or advice service if any]* about taking your complaint to the OIA. Please note that the OIA will normally only review issues that have been dealt with through the provider’s internal procedures.

Your qualification is awarded by [*name of awarding body*], which has some responsibility for considering complaints about the overall quality or standards of your qualification. [*name of awarding body*] is not a member of the OIA Scheme.

In the event that you submit a complaint to the OIA, it will consider your complaint to identify whether it relates to: (1) an act or omission of [*name of higher education provider*] relating to the service provided which falls within the OIA’s remit; or (2) the overall quality or standards of the qualification itself. Complaints relating to the design, delivery of assessment, moderation and awarding of the qualification are likely to fall into (2). However, this will be for the OIA to determine.

If the OIA considers that your complaint relates to the overall quality or standards of the qualification itself, it will refer the complaint to [*name of awarding body*].

Yours sincerely,

[Authorised signatory]