



office of the
independent
adjudicator

CONSULTATION

Good Practice Framework: Principles

There are nine key principles that apply to all of the processes covered in the Good Practice Framework.

Good processes are:

- Accessible
- Clear
- Fair
- Independent
- Inclusive
- Flexible
- Proportionate
- Timely

And

- Improve the student experience

This means:

Accessible and clear

- It is easy to find the process, and any accompanying guidance or forms.
- The process is published in accessible formats and can be provided in different formats when required.
- The process is clearly set out and explained and the language used is easy to understand.

- The process and any accompanying guidance or forms comply with the Welsh Language Standards when they apply.
- Students understand which process to follow and when.
- The process is easy to follow and explains who will do what, and when.
- Students know how to get help, advice and support.
- Students can have a representative.

Fair and independent

- Decision-making staff are properly trained, resourced and supported, and come to each decision afresh.
- There is an equal opportunity for those involved to present their case.
- Information used by decision-makers is usually shared with the student. Where information can't be shared, this is explained.
- Clear reasons are given for decisions reached.
- Decisions are taken by people who are seen to be free of bias [[link to bias document](#)] and without a conflict of interests at every stage of the process.

Inclusive

- Everyone is expected to act reasonably and kindly towards each other, and to treat the processes themselves with respect.
- The process is designed to be supportive and barriers are identified and reduced or removed.
- Students are not disadvantaged because they have made a complaint or challenged a decision made by the provider.
- Information about the student and provided by the student is kept confidential as far as possible.
- Students are listened to and there is recognition that every individual involved brings different experiences and can make contributions of value.

Flexible, proportionate and timely

- There is flexibility where a student raises issues that fall under more than one process.
- The issue can be resolved as early as possible, and informally when appropriate.
- There are no more than three stages:
 - Early resolution at the local level, where this is possible
 - Formal stage
 - Review stage.
- There are clear time limits for beginning the process.

- Issues that need a particularly quick response can be identified.
- It normally takes less than 90 calendar days to complete the process, from the start of the formal stage.

Improving the student experience

- There is an open and positive culture of listening to feedback and sharing learning that encourages students to have confidence that they will be treated fairly.
- Decisions are taken at an appropriate level and by people with appropriate training.
- Good records are kept as part of the process and learning is captured so that decisions are made consistently and appropriate action is taken when issues are identified.
- Information gathered is used to improve services for students and the student experience.