office of the independent adjudicator

'for students in higher education'

Mr Ashley Wheaton
Principal
University College of Estate Management
Whiteknights
READING
RG6 6AW

Second Floor, Abbey Gate
57-75 Kings Road
Reading
RG1 3AB
United Kingdom

www.oiahe.org.uk
enquiries@oiahe.org.uk
Tel: 0118 959 9813

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Dear Mr Wheaton

Annual Letter for 2015

This is the OIA Annual Letter for University College of Estate Management for 2015. It documents University College of Estate Management's record in handling complaints and appeals. Explanatory notes and relevant definitions can be found on our website.

The information in this Annual Letter must be considered in the context of the many changes in the sector during 2015, including changes to the OIA's Rules which took effect in July 2015. Specifically, students now have 12 months within which to complain to the OIA having exhausted their provider's internal complaints procedures. This 12 month period has not yet expired for students issued with Completion of Procedures (COP) letters in the latter part of 2015. Therefore, in this Annual Letter, we have not included: (i) data on the number of complaints received by the OIA with a COP letter dated 2015; or (ii) data on the proportion of COP letters issued in 2015 which result in complaints to the OIA.

I hope this is helpful.

Yours sincerely,

Judy Clements OBE
Independent Adjudicator & Chief Executive

The OIA is a charity, registered in England & Wales under number 1141289, and a company limited by guarantee, registered in England & Wales under number 4823842

STATISTICS

University College of Estate Management			
Year	OIA Band[1]	Number of students	Relevant HESA data year[2]
2015	B	1488	2012/13
2014	B	1062	2011/12

Annual Complaints to the OIA		
Year	Complaints received at the OIA	Complaints closed at the OIA[3]
2015	0	0
2014	1	1
Annual Change	Decreased by 1	Decreased by 1

Completion of Procedures Letters issued dated	
2015	1
2014	5
Annual Change	Decreased by 4

University College of Estate Management has informed the OIA that one student was issued with a Completion of Procedures Letter in 2015.[4]

The OIA closed no complaints against University College of Estate Management in 2015.

[1] The heading OIA Band refers to OIA subscription bands. The subscription bands for 2015 can be found on our website.

[2] Student numbers were obtained from Higher Education Statistics Agency (HESA) – www.hesa.ac.uk. These numbers are the latest published available figures at the time providers are assigned to bands.

[3] Some of the complaints might have been received in the previous year.

[4] The information in this Annual Letter must be considered in the context of our Guidance on Completion of Procedures letters. In particular, it should be noted that the Guidance includes provision to issue a COP letter when a complaint has been upheld, when requested to do so by the student. The fact that a COP letter has been issued does not necessarily mean that the complaint has not been resolved. When reviewing the data it should be noted that it is difficult to compare like with like without asking all providers for a detailed breakdown of the outcome of the complaints/appeals underlying the COP letter numbers.