



office of the
independent
adjudicator

COMPLAINTS WIZARD



Are you or
have you
been a
registered
student?



Is the
provider a
member of
our Scheme?



Is the
complaint
about
something
we can look
at?



Have you
completed
the
complaints
or appeals
process?



Is your
COP Letter
dated within
the last
12 months?



**You can submit a
Complaint Form
to us**

We can only review complaints from students and former students

We can only review complaints about providers which are members of our Scheme.

There are some issues that we cannot look into. Check that the complaint is something we can look at.

Your provider should have sent you a Completion of Procedures (COP) Letter confirming that you have completed its processes.

We must receive your Complaint Form within 12 months of the date of your COP Letter.