COMPLAINTS WIZARD

1. Are you or have you been a registered student?
   - We can only review complaints from students and former students.

2. Is the provider a member of our Scheme?
   - We can only review complaints about providers which are members of our Scheme.

3. Is the complaint about something we can look at?
   - There are some issues that we cannot look into. Check that the complaint is something we can look at.

4. Have you completed the complaints or appeals process?
   - Your provider should have sent you a Completion of Procedures (COP) Letter confirming that you have completed its processes.

5. Is your COP Letter dated within the last 12 months?
   - We must receive your Complaint Form within 12 months of the date of your COP Letter.

You can submit a Complaint Form to us.