



office of the
independent
adjudicator

Video Transcription

Why we think we offer an important service? | Ombuds Day 2019

Link: <https://youtu.be/kOqwCdBYX30>

Duration: 0:01:12

Speakers: Felicity Mitchell, Independent Adjudicator – OIA (Felicity)

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Felicity: First of all, it's a free service, students who want to complain to us don't have to pay for it.

Secondly and perhaps most importantly, it's an independent service. Ombuds are experts in the fields where they're working where they're independent of the bodies that they're looking at.

Thirdly, the emphasis is really on fairness rather than legal rights and wrongs and we look at practical remedies for the individual students. It's not all about money and compensation, it's about putting this right for the students.

And finally, we share our learning, so the things we are seeing in the complaints that we are looking at we share the learning from those complaints with the higher education providers so that things can improve generally for students.

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