

THE OIA - QUICK GUIDE FOR STUDENTS



office of the
independent
adjudicator

The Office of the Independent Adjudicator for Higher Education (OIA) runs a **free, independent and impartial** scheme to review student complaints.



If you've completed your provider's internal procedures and are unhappy with its final decision, you may be able to complain to us.

When you have reached the end of the provider's procedures and there are no further steps you can take internally, the provider will usually send you a Completion of Procedures (COP) Letter.



You have **12 months** from the date the COP Letter was issued, to complain to us. This is a strict deadline and it's worth remembering that the longer you wait to complain to us, the more difficult it can be to put things right.



You can find more information about bringing a complaint to us, what we can and can't look at and what we can do to put things right at **www.oiahe.org.uk** or by contacting your students' union, association or guild advice service.



Some examples of what we can look at:



- ▶ Student complaints
- ▶ Academic appeals
- ▶ Academic and non-academic disciplinary matters
- ▶ Fitness to practise
- ▶ Fitness to study
- ▶ Bullying and harassment

Some examples of complaints we can't look at:



- ▶ Admission issues
- ▶ Academic judgment
(for example the final mark of a piece of work, but we can look at the marking process eg bias)
- ▶ Student employment
- ▶ Ongoing legal proceedings
(unless they've been put on hold)

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

