

Things to consider when representing a student

Can we look at the complaint?

- ▶ Our Rules explain what we can and can't review.
- ▶ It is up to us, not the provider, to decide whether a case is eligible for review. If it is not clear to you as the student's representative, please call us or submit the complaint and let us decide.

What is the complaint about?

- ▶ It sounds obvious, but it's helpful to know exactly why the student is complaining.
- ▶ Setting it out clearly and succinctly can help speed up the review process.
- ▶ Bullet points can be helpful.
- ▶ Explain why the provider's final decision was unreasonable.
- ▶ Also look at the procedures – were there delays? What impact did any procedural flaws have on the student?

Evidence and supporting information

- ▶ We need only the Complaint Form and COP Letter.
- ▶ We'll ask the provider for all the information that was key to its decision.
- ▶ We may consider new evidence from a student, but normally only if there is a good reason why it could not be provided with the complaint to the provider at the time.

Expectations

- ▶ Requests for **large amounts of financial compensation** – it's important that the remedy the student is seeking is realistic and achievable. Our guidance on how we can **put things right** has helpful information about the types of remedies we can offer and, if we do recommend financial compensation, about the amount of compensation we will normally offer for distress and inconvenience.
- ▶ We can't look at **academic or professional judgments**, but we can refer a case back to a provider where we see errors in the way these matters were considered.
- ▶ It's helpful to explain to students that **the time we take** to consider a complaint can vary, depending on the complexity of the case. We will normally send the Complaint Outcome to the student and the provider **within 90 days** of deciding that we have all the information we need in order to review the complaint.

Communication

- ▶ Talk to us - we are happy to discuss our processes with representatives.
- ▶ While we don't normally discuss individual complaints (unless we are speaking with the student's representative), we can discuss case scenarios.
- ▶ While we can't give advice on what steps to take once we've issued a decision, you can find information about some of the options available to students on our website.

