

Additional Rules that apply to Large Group Complaints

These additional Rules are made under Rule 16A of the Rules of the Scheme. They apply to Large Group Complaints. The Rules of the Scheme apply to Large Group Complaints except as set out in these additional Rules.

1. The Large Group Complaints Rules will apply to any complaint identified as part of a Large Group Complaint under Rule 16A.3 of our Rules.
2. We will not review a complaint unless the higher education provider has had the opportunity to look at the issues of the complaint first. We may decide to look at a complaint as part of a Large Group Complaint even if the student bringing the complaint has not complained individually to the provider.
3. We may set a date by which a student must complain to us in order for their complaint to be considered part of a Large Group Complaint. This deadline will be not less than four weeks from the date we set it.
4. At any time we may decide that a student's complaint is not suitable for review as part of a Large Group Complaint. We will explain our decision to the student and the higher education provider.
5. If we decide that a student's complaint is not suitable for review as part of a Large Group Complaint we may review that complaint under our usual Rules.
6. If we decide that a student's complaint is not suitable for review as part of a Large Group Complaint, and not to review it under our usual Rules, the student and provider may ask us to reconsider that decision under Rule 10.6 of the Rules of the Scheme.
7. We will decide what information and documents we need to review the Large Group Complaint.
8. We will share information and documents with all the students in the Large Group Complaint and with the higher education provider.
9. We will give the students in the Large Group Complaint and the higher education provider the opportunity to comment on the information and documents we consider to be relevant to our decision.
10. We will discuss a suitable remedy for the complaint with the students and the higher education provider before we make any Recommendations.
11. We will notify the students in the Large Group Complaint and the higher education provider of our decision and the reasons for it, and any Recommendations we are making and the reasons for those Recommendations.

12. At any stage during our review we may identify what we consider to be a reasonable resolution to the Large Group Complaint and we may decide to conclude our review on the basis that the higher education provider has agreed to implement the reasonable resolution.
13. Rules 15.2 and 15.3 of the Rules of the Scheme will not apply to Large Group Complaints.
14. We expect higher education providers to help us with the administration of our review of Large Group Complaints. This will include giving students information about the availability of the Large Group Complaint process.