

This flow chart shows the process we usually follow when we review complaints. Some complaints may not go through every stage, for example, if we can't look at the complaint under our Rules, or if the student and provider can agree a way to resolve it. You can find more detailed information on our ['what happens when a student complains to us?'](#) webpage.



## COMPLAINT FORM SUBMISSION

The student submits a Complaint Form and their Completion of Procedures Letter, usually via our online portal, "[MyOIA](#)".



## ACKNOWLEDGEMENT & ELIGIBILITY CHECKS

We will contact the student and the provider, usually by email, confirming we have received the complaint. We'll also do some basic checks to see if the complaint is one that we can look at under our Rules. If it's not, we will write to the student and provider to tell them the complaint is Not Eligible and explain why. Otherwise, the case will go forward to the next stage.

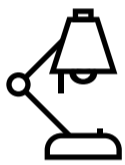
### ABOUT ELIGIBILITY

If at any stage we decide that a complaint is Not Eligible, or is only Partly Eligible for review, we'll write to the student and the provider explaining why. The student or the provider can ask us to look at our eligibility decision again by appealing within 14 days.



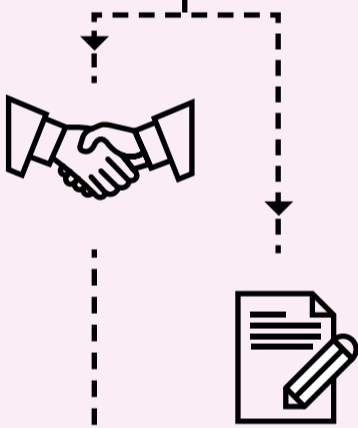
## INITIAL CONSIDERATION

We will look at the information the student has given us and send a summary of our understanding of the complaint to the student and the provider. We'll ask the provider for any other documents or information we think we need for our review and for comments on the complaint. We will send the student a copy of the provider's response and they can then send us any further comments they want to make. Our review process is transparent, which means we share all information received with both parties.



## PROGRESSING THE COMPLAINT

Next, we will decide how best to progress the complaint. We may have enough information to reach a decision at this stage, or we may need to talk to the student or the provider to find out more. We will also think about whether we may be able to settle the complaint.



## SETTLEMENT

Settlement can take many forms – for example an offer to re-hear an appeal or a disciplinary case, an offer to re-instate the student or allow another assessment attempt, or a financial offer.

### ABOUT SETTLEMENT

At all stages of our process we think about whether it may be possible for us to help the student and the provider agree a way to resolve the complaint. Reaching an agreement can mean that the parties are able to move forward more positively, and more quickly.

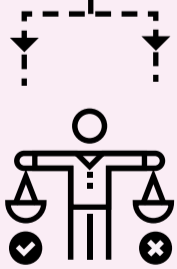
## REVIEW

To reach our decision, we look at whether the provider has properly applied its regulations and followed its procedures, and whether the procedures themselves were reasonable. We'll also look at whether the provider's final decision was reasonable.



## COMPLAINT OUTCOME

We will decide whether the complaint is Justified, Partly Justified or Not Justified and will explain our decision in a Complaint Outcome.



### ✔ JUSTIFIED or PARTLY JUSTIFIED

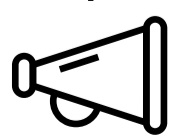
We will give reasons for our decision in the Complaint Outcome. We will make draft Recommendations to put things right, and we will ask the student and the provider to comment on them. We will then normally either confirm our Recommendations and close the complaint, or amend them or make new Recommendations.

### RECOMMENDATIONS

We normally aim to put students back in the position they were in before whatever went wrong happened. We can also recommend other remedies including financial compensation. We may make **Recommendations** to providers to improve their processes to stop a problem affecting other students. We expect providers to comply fully with our Recommendations.

### ✘ NOT JUSTIFIED

We will give reasons for our decision in the Complaint Outcome and close the complaint.



## REQUESTS TO REOPEN

A student or provider may ask us to consider [reopening our review](#) if they have new evidence that could not have been given to us earlier or think there is an error in the Complaint Outcome, and the new evidence or error might have seriously affected the outcome of our review. Requests must be made within 28 days of the date of the Complaint Outcome or Recommendations.