office of the independent adjudicator

Video transcription

Explaining settlement

Video link:	https://youtu.be/LgZLoUvhYdM
Video length:	00:03:02
Speaker(s):	One speaker throughout video

Start Video

00:00 – 00:14

While we're reviewing your case, we might see an opportunity to resolve your complaint early by coming to a settlement between you and your university, college or higher education provider.

00:14 – 00:51

But what is a settlement?

A settlement is when we propose a solution that you and your provider both agree on, that will resolve your complaint. This means we will close your OIA complaint without completing a formal review.

Reaching a settlement can be quicker, more flexible, and can lead to practical solutions that address the issues that most matter to you.

It's important to remember that a settlement is optional for both you and your provider, and you must be happy to agree to the offer.

You should not feel under any pressure to accept the offer. If you would prefer your case to be reviewed in full.

00:52 – 01:27

When might a settlement happen?

Coming to a settlement can happen at any point during the OIA review. We might explore settling where your provider has already upheld part of your complaint, and its proposed remedy is close to the outcome you want, or the information available to us

shows that there may have been a clear error. There is a practical way to resolve the complaint without a full review.

An agreed solution could help you return to study or avoid delays. However, not every complaint is suitable for settlement, especially if wider issues affecting other students need investigating.

01:27 – 02:03

What could the settlement offer include?

Every settlement is different, but a provider may offer to rehear an appeal or disciplinary case, give you another chance at an assessment. Remove an academic misconduct penalty. Provide access to facilities or alternative learning opportunities. Refund fees or other costs. Make a payment for distress or inconvenience.

A provider can make these offers without admitting it did anything wrong. You can also ask if the provider could change the offer.

02:03 – 02:45

Should you accept or reject the offer?

It's your choice whether to accept or reject an offer. But before deciding, you should understand what the provider is offering, when it will happen.

Any conditions or deadlines, whether it's being offered as a full and final settlement. If you accept the offer, we will usually close your complaint and won't review the issues again as it is a full and final settlement from the provider.

If you reject the offer, we will continue with our review. We will normally ask the provider to keep the offer open while we complete our review. If at the end of the review we identify something wrong, we will use the offer to consider if it is a reasonable remedy.

02:45 – 02:57

If a settlement is discussed in your case, take time to understand it and speak to your case handler if anything is unclear.

Read our full FAQs for further information on settlement and your complaint.

End Video