



office of the
independent
adjudicator

Video Transcription

Thinking of using AI to help with your complaint?

Video link: <https://youtu.be/x1egit6kLqI>

Video length: 00:02:15

Speaker(s): One speaker throughout video (Speaker 1)

Start Video

00:00 – 00:27

Speaker 1

If you are thinking about using AI to help with your complaint to the OIA, here are a few things to consider before you do.

Firstly, we don't use AI to make decisions about your complaint. Be assured that your complaint is reviewed by our case-handlers. You can always phone us to talk about things before submitting a formal complaint too.

We know AI can be useful, but it can sometimes mask the key details that are important to your complaint, and it can add information that isn't relevant.

00:27 – 00:48

Speaker 1

When it comes to writing your complaint to us, we want to hear: What your concerns are, what happened or didn't happen, what went wrong for you, why it matters to you, and what outcome you're looking for.

Make sure it sounds like you. Keep it simple, relevant and tell us your story in your own words.

00:48 – 01:11

Speaker 1

If you're going to use AI, here are a few prompts that might help: Help me explain what happened in concise and plain English. Help me explain why I am dissatisfied. Help me describe the outcome I am looking for. Make this shorter and clearer. Keep my own words and tone and remove anything unnecessary.



office of the
independent
adjudicator

01:11 – 01:24

Speaker 1

Some people think that using official language or providing court judgements is useful, but that's not the case.

Our Scheme was created as an alternative to a legal process so you don't need to use legal language to complain to us, it doesn't influence our decisions.

01:24 – 01:47

Speaker 1

The way we make decisions about complaints is based on looking at whether your university, college or HE provider properly applied its own regulations and followed its procedures in relation to your case.

Providers have to give these documents to us directly.

We also look at whether the procedures and the providers final decision were reasonable.

01:47 – 02:10

Speaker 1

We're not a court, and we don't use case law, so you don't need to ask an AI to gather case law to send to us. Sending material we don't need can make the process of dealing with your complaint take longer.

If your submission to us doesn't reflect your complaint, we'll ask you to revise it.

So, there are three things to remember, Keep it simple, use your own voice and tell us your story.

End Video