

## Video Transcription

### Shortening the timeframe for complaints

**Duration:** 00:31

**Speakers:** Adam Waddington, Chief of Staff – OIA (Adam)

## START VIDEO

**Adam:** One of our main points in our consultation is a plan to move from our current 12 month to a six month window in which students can bring a complaint to us.

We're doing this because we believe we can affect a more meaningful remedy for students the sooner we're able to affect an outcome to their complaint.

We know, for example, that issues such as retesting assessment are always better dealt with sooner.

We also know the pressures in modern student life can be a lot, so if we can reduce worry and the stress for students involved in what's already a difficult process, we believe we should.

But we also know as well the majority of complaints brought to us in the last year came within six months, so we don't see this as a huge change.

**END VIDEO**