



office of the
independent
adjudicator

Video Transcription

Thinking of complaining to the OIA

Video link: <https://youtu.be/Mx2Rhy8AjNc>

Video length: 00;02;41;01

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

Start Video

00;00;00;17 - 00;00;25;17

Speaker 1

Are you thinking of complaining to the OIA?

Make sure you've used the complaints process for your university, college, or whoever provides your education first.

When they've finish looking at your complaint, they'll send you a Completion of Procedures Letter, also known as a COP Letter.

It explains what their decision was and how you can bring your complaint to us.

00;00;25;19 - 00;00;58;27

Speaker 1

So you've made a complaint, but you don't have a COP Letter. What now?

You're probably too early to complain to us. We can't look at your complaint unless the providers had the chance to look at it first.

This is because the provider is best placed to look at the issues you've raised, to see if they can put things right.

Keep working through the provider's process. They might resolve things without needing to come to us. If you think the process has been finished, check with your provider and ask if they should have issued you with a COP Letter.

00;00;58;29 - 00;01;37;28



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Speaker 1

Is it taking a while to get an outcome from your provider?

We think complaints should take about 90 days from start to finish. If you're being kept updated even beyond this time frame and we can see the issue is still being looked at, we won't interfere. We'll usually let that process continue.

Once you get an outcome, if you're not happy with the length of time it's taken, then we can take this into account if you decide to submit a complaint to us.

If it's been more than 90 days and you've not had any updates, give us a call. We can talk through your options. It's easier to phone us in the first instance.

00;01;38;00 - 00;02;11;21

Speaker 1

Have you tried to escalate your complaint, but it's been ignored?

Sometimes we can look at a complaint before the provider's procedures are finished. This only happens in limited circumstances, and you'll need to show us that you've tried to escalate your complaint with the provider, but haven't received a response. If that's the case, have this information ready so we can see what steps you have taken to let them know about your complaint.

If you're not sure what to do, rather than spending time filling in an OIA complaint form, give us a call.

00;02;11;24 - 00;02;33;01

Speaker 1

So you've got a COP Letter.

You can now fill in the OIA complaint form. Send your signed complaint form to us using the MyOIA Portal on our website, along with a copy of your COP Letter. That's all we need to get started. Don't worry about gathering additional information, we'll work with you and contact your provider as well.

End Video