



office of the  
independent  
adjudicator

# Video Transcription

## Complaints about industrial action

Link: [https://youtu.be/iPpD\\_H6zjF0](https://youtu.be/iPpD_H6zjF0)

Duration: 0:01:19

Speakers: No spoken word in this video. Backing music only.

### START VIDEO

#### Transition 1

Screen image: Magenta screen with animation of placards moving from left to right at the bottom of the screen.

Screen text: Complaints about industrial action

#### Transition 2

Screen image: White background with text appearing along with a large question mark.

Screen text: How can I complain if I have been affected by the industrial action?

#### Transition 3

Screen image: Slow scrolling video of a woman sitting at a home desk on a laptop.

Screen text: Raise your concerns with your provider first via their complaints process.

Keep a record of exactly how the industrial action has affected you.

When your provider has given you its final decision about your complaint, you can then complain to us if you are still not satisfied.

#### **Transition 4**

Screen image: Blue-green background with text above. Also an animation of a piggy bank receiving coins.

Screen text: Will I get a refund of tuition fees?

#### **Transition 5**

Screen image: Blurred video of a group of people having a meeting in an office.

Screen text: Your provider may be able to give you other learning opportunities if teaching is cancelled.

You might not be entitled to a financial remedy if the provider is able to take steps to put things right another way.

Your provider might offer you a financial remedy, particularly if it is unable to take any other action to put the situation right.

#### **Transition 6**

Screen image: Orange background with text above. Animation to the right of the text of speech bubbles popping up.

Screen text: I need some extra help. Where can I go?

#### **Transition 7**

Screen image: Video of a slow walk through a library with text above.

Screen text: If you need some additional support, your students' union may be able to help you, or direct you elsewhere.

You may also be able to access help from your provider's support departments.

#### **Transition 8**

Screen image: Magenta Screen with text above.

Screen text: You can see our approach to putting things right for students affected by industrial action in our case summaries.

### **Transition 9**

Screen image: Closing screen with the OIA logo appearing along with icons for Twitter, LinkedIn, Instagram and YouTube.

Screen text: [www.oiahe.org.uk](http://www.oiahe.org.uk)

**END VIDEO**