



OIA Scheme consultation Questions

This document is for reference only. To respond to the consultation, please use our form on the [OIA Scheme Consultation](#) page on our website.

Section 1: About you

Q1. Which of the following best describes you? [Single choice]

Section 2: About you

Q2. Your name [Short text]

Q3. Your organisation [Short text]

Q4. Your email / contact details [Short text]

Q5. Which nation or nations are most relevant to your response? [Multiple choice]

Q6. Are you familiar with the current OIA Rules / Scheme? [Single choice]

Section 3: Overall views on the proposed approach

Q7. Overall, how clear do you find the proposed Scheme document? [Rating]

Q8. Overall, how clear do you find the explanatory note? [Rating]

Q9. Do you support the proposed approach of having a shorter principles based Scheme supported by a separate explanatory note? [Single choice]

Section 4: Remit and Discretion

Q10. How clear are the draft documents about what types of complaint the OIA can and cannot consider? [Rating]

Q11. How clear are the draft documents about when the OIA may decide not to consider, suspend or terminate a complaint? [Rating]

Q12. Please comment on the draft wording on academic judgment if you wish. [Long text]

Section 5: User experience and accessibility

- Q13. How easy are the draft documents to read and understand? [Rating]
- Q14. Do the draft documents explain clearly enough what students should do before bringing a complaint to the OIA? [Single choice]
- Q15. Are there any groups of users who may find the draft documents harder to understand or use? [Single choice] If yes, please explain which groups and what changes would help. [Long text]

Section 6: Specific proposed changes

- Q16. The draft Scheme would reduce the time limit for bringing a complaint from 12 months to 6 months from the Completion of Procedures Letter, or the provider's final decision if no Completion of Procedures Letter is issued. Do you support this change? [Single choice]
- Q17. Are the provider requirements in the draft Scheme sufficiently clear and proportionate? [Single choice]
- Q18. If you answered No to Q.16, can you provide comments or details about your answer? [Long text]
- Q19. The draft Scheme would enable a student to complain to us about anything a provider has done or failed to do from the point at which they accept an offer to study instead of the point at which they register. Do you support this change? [Single choice]

Section 7: Final views

- Q20. Would you be willing to take part in follow-up engagement if needed? [Single choice] If yes, please leave your email address. [Short text]
- Q21. Any other comments on the proposed Scheme or explanatory note? [Short text]
- Q22. Would you be happy for us to quote comments from your survey response? [Single choice]