

Higher Education Student Complaints – Guidance Notes for Students 2023-25

relevant **Franchise University** immediately after the meeting outcome has been recorded. The relevant **University** will then respond to the student. There will be no further opportunity to pursue the complaint within the College.

- For a student completing a **Pearson BTEC award (HNC/HND)**, a written outcome of the meeting will be sent to the student within 5 working days of meeting. All written documentation related to the complaint will be sent to **Pearson BTEC** immediately after the meeting outcome has been recorded. The letter will include a Completion of Procedures (COP) letter from the College. The Completion of Procedures letter exhausts the College's internal procedures. There will be no further opportunity to pursue the complaint within the College.
- For **Pearson BTEC**: You will also be issued with a *Completion of Procedures* letter, which will enable you to have your complaint considered by the Office of the Independent Adjudicator ([OIA - HE](#)). Information about the OIA can be obtained directly from the OIA:

Direct mail address:

OIA Second Floor,
Abbey Gate
57-75 Kings Road
Reading RG1 3AB
www.oiahe.org.uk [contact us](#)

The OIA provides examples of student complaints and outcomes at:
www.oiahe.org.uk/decisions/recent.aspx

If you wish to refer your complaint to the OIA you should complete the OIA Scheme application form and send it to the OIA as soon as possible after receiving your *Completion of Procedures* letter.

If your complaint is wholly or partially justified, the OIA Reviewer may recommend that the College does something or refrains from doing something. The College may accept any recommendation or, if it does not, it will inform the OIA Reviewer, giving reasons.

For further guidance go to: <http://www.oiahe.org.uk/making-a-complaint-to-the-oia/guidance-for-students.aspx>

Am I risking my results or services by complaining?

No - Please be reassured that you will not be disadvantaged in any way. The College welcomes complaints as a positive aspect of service monitoring and improvement and as an important aspect of student welfare.

