

P981 Higher Education Complaints Process

1. INTRODUCTION

1.1 There is a need to ensure that learners have access to appropriate guidance on the informal and formal complaints process. The Office of Independent Adjudication (OIA) now oversees all formal complaints relating to the provision of higher education where the student is dissatisfied with the outcome. Annual reports will be published by the OIA and it is an expectation that the college complaints process adheres to the Good Practice Framework 2014 and demonstrates that it is:

- Accessible
- Clear
- Proportional
- Timely
- Fair
- Independent
- Confidential
- Improving

2. PURPOSE

2.1 The purpose of the policy is to ensure that Peterborough Regional College (PRC) adheres to the requirements and expectations outlined by best practice guidance from Supporting Professionalism in Admissions (SPA), the UK Quality Code for Higher Education (QAA), Office of the Independent Adjudicator (OIA) and Competition and Markets Authority (CMA) guidelines. It also recognises the demands of higher education and the importance of student experience and ongoing enhancement.

2.2 It is our policy to deal as quickly and fairly as possible with any complaint a student may have about their treatment by a fellow-student; or one of our employees, services or departments. The purpose of this procedure is to give students an opportunity to sort out any such problem. We will resolve complaints at the earliest possible stage in the procedure and make every effort to do so informally. However, some complaints may be difficult to deal with informally and you may wish to make a formal complaint. This should only be done once you have exhausted the informal route. Clear lines of communication are published in your student handbook.

3. SCOPE

3.1 This policy applies exclusively to all Higher Education provision offered by PRC for HNC and HND applicants, students (HE) and to the College staff administering them. This applies to both UK/EU and International students.

3.2 Academic appeals are not complaints and should be managed through the Academic Appeals Procedure. It should be noted that students cannot 'twin track' i.e. undertake an academic appeal and also submit a formal complaint.

3.3 This procedure is complementary to the Academic Appeals Procedure. Its scope is therefore restricted to:

- Complaints in respect of a student's educational experience at Peterborough Regional College including relationships with any non-teaching department.
 - Complaints concerning discrimination by Peterborough Regional College on grounds of gender, race, disability, creed or ethnic origin etc.
 - Complaints on grounds of maladministration.
- 3.4 Matters which may be dealt with by means of Academic Appeals or other regulations relating to courses of study or the assessment thereof shall not be dealt with by means of this procedure.
- 3.5 This procedure, in consultation with the HE Academic Board has been designed to:
- Reflect the principles of natural justice
 - Be transparent and involve timely resolution of the complaints
 - Include procedures for independent review and decision making
 - Encourage the resolution of the complaint at a local level.
- 3.1 Prior to making a formal complaint students must have made an attempt to resolve the issue informally.
- 3.2 At Stage 3, if the student is dissatisfied with the outcome and resolution then they will be directed to the OIA.

4. RELATED DOCUMENTS

- 4.1 Policy 920 Higher Nationals Recognition of Prior Learning
 Policy 922 Higher Education HNC/D Fee and Refund Policy
 Policy 940 Higher Education Removal of Course, Curriculum Revisions
 Policy 960 Higher Education Academic and Assessment Regulation Policy
 Policy 980 Higher Education Fitness to Practise
 HE Student Charter
 Terms and Conditions of Admissions and Enrolment
 Pearson's Edexcel Awarding Body Guidance
<https://qualifications.pearson.com/content/dam/pdf/BTEC-Higher-Nationals/Business/2016/Administration/uk-guide-to-quality-and-assessment.pdf>

5. RESPONSIBILITIES

- 5.1 Complaints should be completed by the individual concerned themselves. Correspondence or phone calls from others will not be considered unless the College has received written/signed authorisation from the complainant that the third party intends to act on their behalf.

Responsibilities and time frames for response and action by the student.

- Stage 0 – HE Manger
 - Stage 1 - Deputy Director of UCP (or nominee)- Investigate the informal complaint (allowance of 15 working days) (early resolution)
 - Stage 2 - PRC Director of Quality(or nominee)- will undertake the Formal Stage(15 working days on receipt of CS2)
 - Stage 3 - PRC Principal will then hear the complaint and complete the review. (within 10 working days on receipt of CS3)
- 5.2 The Complaints Process will then be undertaken. It should be noted that the Stage 2, 3 and the complaint must be heard within **90 calendar days** and a Completion of Procedures Letter must be issued after stage 3. This will be issued by the PRC Quality Team. Students can also request a Completion of Procedures Letter. Please see the appendix for guidelines on format and information to be enclosed.

6. RISK ANALYSIS

- 6.1 This policy is required to ensure that correct procedures are in place and documented by all involved in the handling of complaints, both formal and informal, for higher education students.

Analyse risks of non-adherence to this policy

Poor student satisfaction and impact on annual return from OIA. Poor external stakeholder perception and potential financial cost and compensation. Failure to demonstrate effective enhancement. Failure to achieve a positive outcome from a Higher Education Review and the likelihood of additional scrutiny.

Staff training needed

Initial and refresher training to be made available to staff.

Compliance reduces the risks described above.

7. EQUAL OPPORTUNITIES IMPACT ASSESSMENT

- 7.1 This policy has had a stage 1 impact Assessment.

8. DATA PROTECTION

- 8.1 PRC and UCP complies with the provisions of the United Kingdom's Data Protection Act, 1998. As such, applicants' and student data is treated as confidential by all staff involved in this process and is not divulged unnecessarily or inappropriately. However, the aforementioned Act requires UCP and PRC to release certain information to UK authorities upon request in order to assist those authorities with the prevention and detection of fraud or other crimes. We will release the requested information on receipt of an appropriate request from UK authorities such as (but limited to) the police, Home Office (for immigration and related matters), local authorities, and the Department for Work and Pensions. We may use anonymised data collected as part of an individual's application and enrolment for the purpose of fulfilling statistical and reporting requirements.

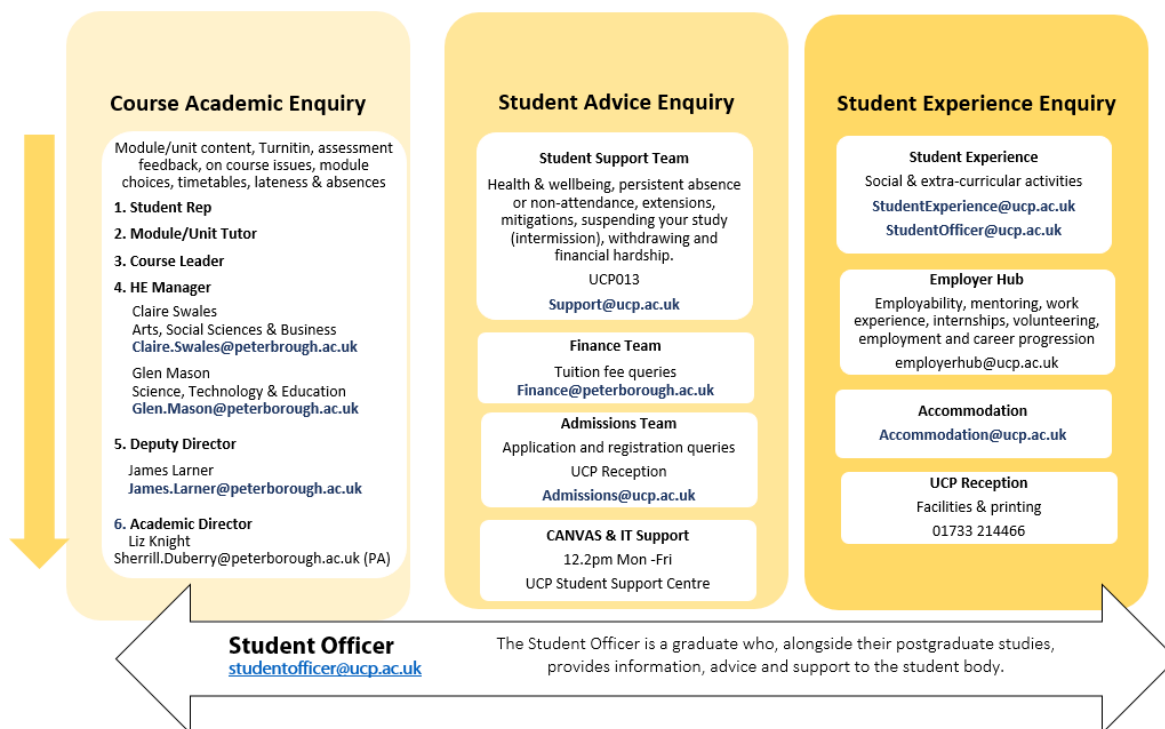
9. PROCEDURE

Stage 0 (Initial Informal Complaint)

- 9.1 Students are encouraged to follow the line of communication diagram shown on the next page and be aware of who staff are. This is in Course Handbooks, Moodle and explained to students during induction. Initial concerns must be discussed with the Unit Tutor, Course Leader or Curriculum Lead (HE). These staff have an understanding of the student's circumstances and programme of study and are often best placed to resolve issues quickly.
- 9.2 If course staff are unable to help, or in the event that a concern needs to be raised higher, the student will be referred to their HE Manager. (for HNC/ HND courses this is Glen Mason Glen.Mason@peterborough.ac.uk) Appointment hours are posted outside the HE Manager's room UCP108.
- 9.3 The HE Manager ensures that a HE Informal Complaints Record (see Appendix 1) is completed with the student and enquire into the complaint. Dissatisfactions need to be submitted as a signed statement by the member of staff receiving the complaint, and the students raising the issue confirming that the information given is a true and accurate reflection of the complainant's concerns. A copy of the form is provided to the Academic Officer for monitoring purposes. It is saved to the College [J:\Complaints Compliments & Positive Comments\2018/19\Higher Education](#) folder.

- 9.4 The HE Manager will ensure that a response is sent to the complainant **within 10 working days of receipt**. In some circumstances the enquiry may extend to giving all parties an opportunity to be heard and if it is substantiated in whole or part, take action to correct the situation. From time to time a complaint may require extensive investigation which cannot be completed within 10 days. In such cases, a letter/email is to be sent by the HE Manager to the complainant keeping them informed of progress.
- 9.5 If the matter is not resolved to their satisfaction then they should move to Stage 1 (below). Any member of staff dealing with a dispute from a student should recommend the student proceed to Stage 1 if a satisfactory resolution cannot be agreed or if the staff member in any way feels it would be unprofessional to continue informally.

Higher Education Lines of Communication



Stage 1 (CS1 form submitted by the student)

- 9.6 A CS1 form should be completed by the student. This must be done **within 3 months** of the incident. Complainants may be offered support in order to make their complaint. This support can be provided by the Student Officer, member of the Student Support Team, or a member of staff.
- 9.7 The complainant will receive an acknowledgement of the complaint **within 5 working days** and an investigation will be conducted. The acknowledgement (see Appendix 5) will explain the steps to be taken, how long the process is expected to take and any further information required.
- 9.8 This complaint will be investigated by Deputy Director UCP (unless they are cited within the complaint) and findings presented with **15 working days**. The individual concerned may be contacted for further information. A students can request to attend meetings or interviews with a representative from the student body, parent or guardian. Due to data protection we do however communicate only with the student / complainant. The case paperwork is saved to It is saved to the College <J:\Complaints Compliments & Positive Comments\2017-18\Higher>

[Education](#) folder.

- 9.9 The complaint will be judged upheld, partially upheld or not upheld based on the findings. The Director of Quality sends a Completion of Procedures Letter (see Appendix 4) to the student, and a copy to the Director of Quality (for recording and monitoring purposes), if after 10 days of the findings no further response is received. The student will have the right to appeal the decision.
- 9.10 If a resolution cannot be found, the student or a representative (who must have permission from the student to act on their behalf) must proceed to stage 2 and submit a CS2 form within 10 working days of receipt of the CS1 Completion of Procedures Letter.

Stage 2 (CS2 form submitted by the student)

- 9.11 If the complainant is dissatisfied with the outcome of the investigation in Stage 1 they can submit a CS2 form. This must be submitted within 10 working days of receipt of the CS1 Completion of Procedures Letter. Complainants may be offered support in order to make their complaint. This support can be provided by the Student Officer, member of the Student Support Team, or a member of staff.
- 9.12 The complainant will receive an acknowledgement of the complaint within **5 working days** and an investigation will be conducted. The acknowledgement (see Appendix 5) will explain the steps to be taken, how long the process is expected to take and any further information required.
- 9.13 This complaint will be investigated by the PRC Director of Quality (unless they are cited within the complaint) and findings presented with **15 working days**. The individual concerned may be contacted for further information. A student can request to attend meetings or interviews with a representative from the student body, parent or guardian. Due to data protection we do however communicate only with the student / complainant
- 9.14 The complaint will be judged upheld, partially upheld or not upheld based on the findings. The Director of Quality sends a Completion of Procedures Letter (see Appendix 4) to the student and a copy to the Director of Quality (for recording and monitoring purposes) if after 10 days of the findings no further response is received. The student will have the right to appeal the decision.
- 9.15 If a resolution cannot be found, the student or a representative (who must have permission from the student to act on their behalf) proceed to stage 3 and submit a CS3 form within 10 working days of receipt of the CS2 Completion of Procedures Letter.

Stage 3 (CS3 form submitted by the student)

- 9.16 If the complainant is dissatisfied with the outcome of the investigation in Stage 2 they can submit a CS3 form if there is new evidence to consider or grounds for complaint in the handling of stages 1 and 2. This must be submitted within 10 working days of receipt of the CS2 Completion of Procedures Letter. Complainants may be offered support in order to make their complaint. This support can be provided by the Student Officer, member of the Student Support Team, or a member of staff.
- 9.17 The complainant will receive an acknowledgement of the complaint within 5 working days and an investigation will be conducted. The acknowledgement (see Appendix 5) will explain the steps to be taken, how long the process is expected to take and any further information required.
- 9.18 This complaint will be investigated by the PRC Principal (unless they are cited within the complaint) and findings presented with **10 working days**. The individual concerned may be

contacted for further information. A students can request to attend meetings or interviews with a representative from the student body, parent or guardian. Due to data protection we do however communicate only with the student / complainant.

- 9.19 The complaint will be judged upheld, partially upheld or not upheld based on the findings. The Deputy Director sends a Completion of Procedures Letter (see Appendix 4) to the student and a copy to the Director of Quality (for recording and monitoring purposes) if after 10 days of the findings no further response is received. The student will have the right to appeal the decision.

Appeal of Decision

- 9.20 Where all stages of complaint have been completed and the complainant still remains dissatisfied with the outcome, then the higher education student has the right to seek an Independent Review by referring the matter to the Office of Independent Adjudication (OIA) provided that the complaint is eligible under its rules. Eligibility of whether the complaint meets the rules of the OIA can be checked by visiting <http://www.oiahe.org.uk> Office of the Independent Adjudicator for Higher Education, Second Floor, Abbey Gate, 57-75 Kings Road, Reading, RG1 3AB.
- 9.21 The student has 12 months from receipt of the Completion of Procedures letter to raise a complaint with the OIA. It is a requirement that this information is included within the Completion of Procedures letter (see Appendix 6).
- 9.22 Where a complainant remains dissatisfied in respect of higher education provision, then an appeal should be made to the relevant university or awarding body. Links to the relevant complaints policies are given below:
HND/HNC via Pearson: <http://qualifications.pearson.com/en/support/contact-us/feedback-and-complaints.html>

Recording, Monitoring and Analysis of Complaints

- 9.23 The Quality department will oversee the tracking and monitoring of complaints processed through the procedure.
- 9.24 In order to continually review and enhance the student experience, complaints received are reviewed and monitored. To achieve this, details of all formal complaints are sent to the Director of Quality who collate the information and prepare reports presented regularly at the Curriculum and Quality Committee held four times an academic year. In addition these details are also summarised and presented at the Higher Education Academic Board which meets on a semester basis to ensure any common themes can be addressed or changes to policy can be implemented.
- 9.25 Informal complaints are recorded by HE Managers on the informal complaints log found on the PRC J drive. Anonymised and summarised details are presented at the Higher Education Academic Board which meets on a semester basis to ensure any common themes can be addressed or changes to policy can be implemented.
- 9.26 The Quality Department will hold a record of all complaints for 3 years for audit purposes.

Appendix 1: HE Informal Complaint or Appeal Record

Section 1- Personal Details

Student ID:

Full Name:

Course:

Section 2- Details

This is an Informal Appeal:

Informal Complaint:

Please give a concise summary of your concerns:

Have you already discussed your complaint informally with another member of College staff?

If yes, please provide details:

If you have a specific resolution in mind, please indicate your desired outcome(s) below.

Declaration:

I confirm that the above details and any attached documentation is a true reflection of events to the best of my knowledge and that it does not contain any false or fraudulent information. I agree to the investigating HE Manager on behalf of the College sharing details of this case with other persons as part of any investigation and to retain a record of that investigation, in accordance with the College's Higher Education Complaints Policy.

Student Signature*:

Date:

You should normally expect an acknowledgement of the complaint within 5 working days and notification of the outcome of the investigation within 10 working days.

CS1: PETERBOROUGH REGIONAL COLLEGE STUDENT COMPLAINTS PROCEDURE

Before completing this form you should read our student complaints procedure as contained in the HE Complaints Policy for Students.

This procedure is complementary to the Academic Appeals Procedure. Its scope is therefore restricted to:

- Complaints in respect of a student's educational experience at Peterborough Regional College including relationships with any non-teaching department.
- Complaints concerning discrimination by Peterborough Regional College on grounds of gender, race, disability, creed or ethnic origin etc.
- Complaints on grounds of maladministration.

Matters which may be dealt with by means of Academic Appeals or other regulations relating to courses of study or the assessment thereof shall not be dealt with by means of this procedure.

This procedure, in consultation with the HE Academic Board has been designed to:

- Reflect the principles of natural justice
- Be transparent and involve timely resolution of the complaints
- Include procedures for independent review and decision making
- Encourage the resolution of the complaint at a local level.

Prior to making a formal complaint you must have made an attempt to resolve the issue informally and you will be required to enter the details of this attempt on this form.

1. YOUR DETAILS

Title Forenames

Surname

Correspondence Address.....

.....Postcode.....

Daytime Tel..... Mobile Tel.....

Email address.....

Student Identification Number..... Year of Study.....

Course.....

Date of submission of this form.....

2. DETAILS OF THE COMPLAINT

Please provide clear and concise details of the complaint below

What would you like as an outcome?

3. DETAILS OF ATTEMPTS TO RESOLVE THE COMPLAINT INFORMALLY

Please provide details of your attempt(s) to resolve your complaint informally.

Who did you discuss the complaint with?

.....

Post title (if appropriate).....

Date discussed:

What was the outcome and why are you still dissatisfied?

4. DECLARATION AND SIGNATURE

I confirm that the information provided on this form is true and correct and in submitting this form I consent for the information provided in this form to be used as detailed below and I understand that Peterborough Regional College;

- will not accept complaints from third parties or anonymous sources;
- will deal with any complaint that it believes to be malicious and unfounded under the provisions of its Student Disciplinary Policy;
- will hold some elements of the information I have provided on an electronic database;
- may need to share the information I have provided with other persons or organisations as part of any investigation to resolve my complaint.

Signed..... Date.....

We would welcome your feedback in relation to the Complaints procedure. If you would like to make any suggestions/comments once the procedure has been completed, please submit these to: Quality Manager, Peterborough Regional College, Park Crescent, Peterborough, PE1 4DZ

Once completed, please return this form by email to Peterborough Regional College HE Manager (James.Larner@peterborough.ac.uk) or please send this form to: James Larner Deputy Director UCP, Peterborough Regional College, Park Crescent, Peterborough, PE1 4DZ

You should keep a copy of your submission.

If you have any additional documents which you are unable to send via email, please send these, together with a copy of this form to the Peterborough Regional College Quality Manager, as above.

For Quality Office use only:

Date complaint received.....

Appendix 3 – Complaints Stage2 (CS2) Form

CS2: PETERBOROUGH REGIONAL COLLEGE STUDENT COMPLAINTS PROCEDURE

Before completing this form you should read our student complaints procedure as contained in the HE Complaints Policy for Students.

This procedure is complementary to the Academic Appeals Procedure. Its scope is therefore restricted to:

- Complaints in respect of a student's educational experience at Peterborough Regional College including relationships with any non-teaching department.
- Complaints concerning discrimination by Peterborough Regional College on grounds of gender, race, disability, creed or ethnic origin etc.
- Complaints on grounds of maladministration.

Matters which may be dealt with by means of Academic Appeals or other regulations relating to courses of study or the assessment thereof shall not be dealt with by means of this procedure.

This procedure, in consultation with the HE Academic Board has been designed to:

- Reflect the principles of natural justice
- Be transparent and involve timely resolution of the complaints
- Include procedures for independent review and decision making
- Encourage the resolution of the complaint at a local level.

Prior to making a formal complaint you must have made an attempt to resolve the issue informally and you will be required to enter the details of this attempt on this form.

HAVING BEEN UNABLE TO RESOLVE THE COMPLAINT AT STAGE 1, I REQUEST THAT THIS MATTER BE REFERRED TO STAGE 2 OF THE STUDENT COMPLAINTS PROCEDURE.

1. YOUR DETAILS

Title Forenames

Surname

Correspondence Address.....

.....Postcode.....

Daytime Tel..... Mobile Tel.....

Email address.....

Student Identification Number..... Year of Study.....

Course.....

Date of submission of this form.....

Date of CS1 Form Submission.....

Please provide clear and concise details of the complaint below

What would you like as an outcome?

3. DECLARATION AND SIGNATURE

I confirm that the information provided on this form is true and correct and in submitting this form I consent for the information provided in this form to be used as detailed below and I understand that Peterborough Regional College;

- will not accept complaints from third parties or anonymous sources;
- will deal with any complaint that it believes to be malicious and unfounded under the provisions of its Student Disciplinary Policy;
- will hold some elements of the information I have provided on an electronic database;
- may need to share the information I have provided with other persons or organisations as part of any investigation to resolve my complaint.

Signed..... Date.....

We would welcome your feedback in relation to the Complaints procedure. If you would like to make any suggestions/comments once the procedure has been completed, please submit these to: Quality Manager, Peterborough Regional College, Park Crescent, Peterborough, PE1 4DZ

Once completed, please return this form by email to Peterborough Regional College Quality Manager (Cheryl.Thompson@peterborough.ac.uk) or please send this form to: Quality Manager, Peterborough Regional College, Park Crescent, Peterborough, PE1 4DZ

You should keep a copy of your submission.

If you have any additional documents which you are unable to send via email, please send these, together with a copy of this form to the Peterborough Regional College Quality Manager, as above.

For Quality Office use only:

Date complaint received.....

CS3: PETERBOROUGH REGIONAL COLLEGE STUDENT COMPLAINTS PROCEDURE

Before completing this form you should read our student complaints procedure as contained in the HE Complaints Policy for Students.

This procedure is complementary to the Academic Appeals Procedure. Its scope is therefore restricted to:

- Complaints in respect of a student's educational experience at Peterborough Regional College including relationships with any non-teaching department.
- Complaints concerning discrimination by Peterborough Regional College on grounds of gender, race, disability, creed or ethnic origin etc.
- Complaints on grounds of maladministration.

Matters which may be dealt with by means of Academic Appeals or other regulations relating to courses of study or the assessment thereof shall not be dealt with by means of this procedure.

This procedure, in consultation with the HE Academic Board has been designed to:

- Reflect the principles of natural justice
- Be transparent and involve timely resolution of the complaints
- Include procedures for independent review and decision making
- Encourage the resolution of the complaint at a local level.

Prior to making a formal complaint you must have made an attempt to resolve the issue informally and you will be required to enter the details of this attempt on this form.

HAVING BEEN UNABLE TO RESOLVE THE COMPLAINT AT STAGE 2, I REQUEST THAT THIS MATTER BE REFERRED TO STAGE 3 OF THE STUDENT COMPLAINTS PROCEDURE.

2. YOUR DETAILS

Title Forenames

Surname

Correspondence Address.....

.....Postcode.....

Daytime Tel..... Mobile Tel.....

Email address.....

Student Identification Number..... Year of Study.....

Course.....

Date of submission of this form.....

Date of CS1 Form Submission.....

Date of CS2 Form Submission.....

1. DETAILS OF THE COMPLAINT (including in particular why you feel the complaint had not been resolved at Stage 2 of the Complaints process)

3. DECLARATION AND SIGNATURE

I confirm that the information provided on this form is true and correct and in submitting this form I consent for the information provided in this form to be used as detailed below and I understand that Peterborough Regional College;

- will not accept complaints from third parties or anonymous sources;
- will deal with any complaint that it believes to be malicious and unfounded under the provisions of its Student Disciplinary Policy;
- will hold some elements of the information I have provided on an electronic database;
- may need to share the information I have provided with other persons or organisations as part of any investigation to resolve my complaint.

Signed..... Date.....

We would welcome your feedback in relation to the Complaints procedure. If you would like to make any suggestions/comments once the procedure has been completed, please submit these to: Quality Manager, Peterborough Regional College, Park Crescent, Peterborough, PE1 4DZ

Once completed, please return this form by email to Peterborough Regional College Principal and CEO (Terry.Tones@peterborough.ac.uk) or please send this form to: The Principal, Peterborough Regional College, Park Crescent, Peterborough, PE1 4DZ

You should keep a copy of your submission.

If you have any additional documents which you are unable to send via email, please send these, together with a copy of this form to the Peterborough Regional College Quality Manager, as above.

For Quality Office use only:

Date complaint received.....

Appendix 5 – Acknowledgement Letter

Ref:

Date:

Direct Dial No:

E Mail:

Dear

Re: Your Complaint **CS1 / CS2 / CS3**

Thank you for taking the trouble to contact us explaining your dissatisfaction with our service. We always endeavour to satisfy our students but on this occasion it may appear we have fallen short of your expectations.

You may already be aware of our complaints procedure but in case you are not, this is what we shall do. This acknowledgement has been sent to you on receipt of the complaint and as you can see it is a standard letter.

We are investigating the issue and within **fifteen /ten** working days you will receive a personal written reply in response to your concern. A full copy of the College's formal complaints procedure is available on request.

We hope that the reply will explain our position and, if deemed appropriate, agree any redress we would like to offer you. Should you remain dissatisfied, you may ask to have your complaint referred to the Principal for further consideration.

We do hope we can speedily resolve your complaint and assure you of our best attention at all times.
Yours sincerely

Appendix 6 – Completion of Procedures Letter Template

Dear *[name of complainant]*,

Completion of Procedures Letter

This letter confirms that the internal complaints procedures of Peterborough Regional College in relation to *your complaint/the appeal/disciplinary* procedures of this College regarding *[FFF.describeFF]* have been completed.

The issue(s) that were considered in relation to your *complaint/appeal/The disciplinary procedures* was / were: [brief summary of the complaint, appeal or disciplinary matter]*

The final decision of the *College* is* *[FFFdetailFFFF]* because *[reasons]*

The procedures / regulations applied were:[details]*

If you are dissatisfied with the outcome you may be able to apply for a review of *your complaint/academic appeal/disciplinary matter** to the Office of the Independent Adjudicator for Higher Education (OIA) providing that that the complaint that you take to the OIA is eligible under its Rules.

You will need to send to the OIA a Scheme Application Form within **three months** of the date of this letter. A Scheme Application Form can be obtained from *[name of person / HEI office and/or the students' union]* and also may be downloaded from the OIA website www.oiahe.org.uk (or you can telephone or write to the OIA for a form). You should send a copy of this letter to the OIA with your Scheme Application Form. Please note that the OIA will only review issues that have been dealt with through the University's internal complaints procedures.

The OIA's leaflet, **Introduction to the Student Complaints Scheme**, is enclosed. If you do decide to take your complaint to the OIA *[name of point of contact plus name of any alternate]* will deal with the complaint on behalf of the University / College.

Yours sincerely,

[Authorised signatory] *delete/amend words in italics as appropriate