

ITALIA CONTI Escalating a Complaint to the Office of the Independent Adjudicator (OIA)

WHAT IS THE OIA?

The Office of the Independent Adjudicator for Higher Education (OIA) is an independent organisation that reviews complaints made by students about higher education providers.

Italia Conti is a member of the OIA Scheme.

The OIA is independent of Italia Conti and is not part of Italia Conti's internal complaints, appeals or disciplinary procedures.

WHEN CAN I COMPLAIN TO THE OIA?

You will normally need to complete Italia Conti's internal procedures before the OIA can consider your complaint.

This may include:

- Student Complaints Procedures
- Academic Appeals Procedures
- Disciplinary Procedures
- Fitness to Study Procedures
- Fitness to Practise Procedures
- Harassment and Bullying Procedures
- Other relevant internal procedures

Once you have reached the end of the relevant internal process and there are no further internal steps available, Italia Conti will issue a Completion of Procedures (COP) Letter. This letter confirms that the internal process has been completed.

WHAT IS A COMPLETION OF PROCEDURES LETTER?

A Completion of Procedures (COP) Letter is issued when Italia Conti has reached its final decision and there are no further internal stages available.

The letter will normally include:

- The outcome of the matter
- The issues that were considered
- Information about your right to complain to the OIA
- The deadline for submitting a complaint to the OIA

If your complaint or appeal is not upheld, a COP Letter will normally be issued automatically.

If your complaint or appeal is upheld or partly upheld, you may request a COP Letter if you wish to refer the matter to the OIA.

HOW LONG DO I HAVE TO COMPLAIN TO THE OIA?

You must normally submit your complaint to the OIA within 12 months of the date of the Completion of Procedures Letter.

Students are encouraged to submit complaints as soon as possible after receiving the letter.

HOW DO I SUBMIT A COMPLAINT?

To submit a complaint, you will need to:

- Complete the [OIA Complaint Form](https://www.oiahe.org.uk/students/how-to-complain-to-us/) which can be found at www.oiahe.org.uk/students/how-to-complain-to-us/
- Provide a copy of your Completion of Procedures Letter
- Explain clearly why you remain dissatisfied with the outcome of the internal process

The OIA will explain any further information it requires once your complaint has been received. Please see the OIA website for further details on submitting a complaint.

DOES IT COST ANYTHING?

No. The OIA service is free for students.

FURTHER INFORMATION

Full information about the OIA Scheme, including what types of complaints it can and cannot consider, is available on the OIA website:

<https://www.oiahe.org.uk/students>
<https://www.oiahe.org.uk/students/how-to-complain-to-us/>

The OIA's guidance, complaint form and additional resources can also be accessed through the OIA website.