Policy/Procedure/Guideline Review

Policy/Procedure/ Guideline:	Higher Education Student Complaints Policy and Procedure
Senior Manager Responsible:	Vice Principal Academic
Author:	Academic Registrar
Approved By:	Senior Leadership Team and Board of Corporation
Date Approved:	September 2026
Next Review Date:	August 2027, or earlier if regulation or guidance changes
Publication:	ELLG and University Centre policy pages, VLE and Staff Hub
Changes Made:	• Supersedes v1.0 approved in August 2025. • Expanded the scope of the HE complaints procedure and clarified its relationship with the college-wide policy. • Aligned the procedure with OfS Condition E6 and current OIA good practice. • Strengthened access, support, representation, conduct, group and anonymous complaint arrangements. • Clarified review, Completion of Procedures and monitoring arrangements. Associated Forms 1–5 have been reviewed and aligned with this policy.

Higher Education Student Complaints Policy and Procedure

How to make a complaint. Formal complaints should normally be submitted using Form 2. Email the completed form to he@eastlancslearning.ac.uk or submit it at the University Centre reception. The HE Administration Team can help a student complete the form and will provide an accessible or alternative format where required.

1. Introduction

This policy explains how current and former higher education students can raise concerns about their experience at East Lancashire Learning Group (ELLG), how those concerns will be considered, and how a student may request a review. It is intended to provide a clear, accessible, fair, independent, proportionate and timely process.

2. Purpose

The College will:

- listen to the student, identify the issues and explain the route that will be used;
- make reasonable adjustments and offer support so that the process is accessible;
- consider complaints without disadvantaging a student for raising a genuine concern;
- separate support, investigation and decision-making roles where fairness requires it;
- give a written outcome, reasons and any remedy or improvement action; and
- use complaint learning to improve the student experience.

No wrong door. If a concern is sent to the wrong ELLG team or under the wrong policy, ELLG will route it to the appropriate process, preserve the original receipt date and explain the decision. The student will not be required to start again unnecessarily.

3. Legislative and Quality Framework

This policy is informed by and should be applied consistently with:

- the OIA Good Practice Framework for handling complaints and academic appeals;
- the OIA Scheme Rules and guidance on Completion of Procedures letters;
- OfS Condition E6 on harassment and sexual misconduct;
- applicable equality and data-protection legislation; and
- relevant university-partner, awarding-body and apprenticeship requirements.

Where requirements overlap, ELLG will identify the applicable procedure and coordinate with the relevant partner. The OfS Condition E6 Single Comprehensive Source of Information takes precedence in relation to matters within Condition E6.

4. Definitions

Term	Meaning
Complaint	An expression of dissatisfaction by one or more students about something ELLG has done, failed to do, or has responsibility for.
Early resolution	A prompt local attempt to understand and resolve a concern at Stage 1, where this is suitable.
Formal complaint	A complaint accepted for formal consideration at Stage 2 under this procedure.
Review	The Stage 3 consideration of whether the formal procedure was followed correctly, the outcome was reasonable, a material point was addressed and any new evidence should be considered.

Term	Meaning
SCSI	ELLG's OfS Condition E6 Single Comprehensive Source of Information on harassment and sexual misconduct.
Completion of Procedures letter	The letter issued when the applicable internal procedure has ended, explaining any right to complain to the Office of the Independent Adjudicator for Higher Education.
Working days — Meaning	Monday to Friday, excluding bank holidays in England and published College closure days. Non-teaching periods, including half terms and other academic holidays, count as working days unless the College is closed. Where the necessary involvement of a particular member of staff is affected by leave, ELLG may extend the relevant response target, explaining the reason and revised date to the student.
Calendar days — Meaning	All days, including weekends, bank holidays and College closure days. Calendar days apply wherever expressly stated in this policy, including student submission deadlines, requests for review and the overall 90-calendar-day completion target.

Examples of matters that may be raised as complaints include:

- the quality, organisation or delivery of teaching, supervision, support, facilities or administration;
- misleading, inaccurate or incomplete information;
- failure to follow a published policy, procedure, commitment or reasonable adjustment;
- the conduct of a member of staff, contractor or another student;
- discrimination, harassment, sexual misconduct, victimisation or abuse of power;
- placement, apprenticeship or partner-delivery arrangements for which ELLG has responsibility; and
- delay, poor communication, unfair treatment or a failure to provide an agreed service.

A student does not need to use legal or policy terminology. ELLG will clarify the substance of the concern with the student.

5. Scope

This policy applies to current and former students where the complaint concerns higher education provided, delivered or supported by ELLG. This includes:

- programmes awarded or validated by a university partner;
- higher and degree apprenticeships where ELLG provides the higher education element;
- short courses, modules, microcredentials and other higher education provision; and
- higher education delivered at an ELLG site, online, through blended learning or with a partner.

A former student may use this procedure for a complaint connected with their period of registration. The normal submission deadlines in section 11 continue to apply and do not restart when registration ends. A matter not already raised with ELLG should normally be raised no later than 90 calendar days after registration ends.

This additional limit applies to first raising the matter. It does not bring an existing complaint to an end or shorten the time allowed to progress it through Stages 2 and 3. Each stage remains subject to its applicable deadline.

ELLG will consider a complaint outside the applicable deadlines only where there is a good reason for the delay and the matter can still be considered fairly. Written reasons will be given for accepting or declining a late complaint.

A complaint may concern an act, omission, service, facility, information, action or decision by ELLG, its staff, a person acting on its behalf, another student where ELLG has a relevant responsibility, or a partner involved in delivering the student's course.

5.1 Matters Normally Dealt With Under Another Procedure

Some matters have a more specific route. ELLG will explain any referral and, where issues overlap, coordinate the procedures so that the student is not required to repeat information unnecessarily.

Issue	Normal route
Challenge to an assessment, progression or award decision	Academic Appeals Procedure, subject to the grounds permitted by the applicable academic regulations. Disagreement with academic judgement alone is not a ground for appeal. Related complaints about service delivery, administration or support may be considered under this complaints procedure, with coordinated handling where issues overlap.
A decision under student conduct, fitness to study or practise, or admissions procedures	The review or appeal route in that procedure. A complaint about service or handling may be considered separately.
Harassment or sexual misconduct	ELLG's OfS Condition E6 SCSI governs reporting, support, risk and conduct processes. This complaints policy may run alongside it.
Safeguarding concern	Safeguarding Policy and immediate referral to the Safeguarding and Welfare Team or Designated Safeguarding Lead.
Public-interest wrongdoing	Whistleblowing Policy, where applicable.
Freedom of speech or academic freedom	The applicable internal route and, where eligible, the OfS free speech complaints scheme. ELLG will identify the correct route.
Student Loans Company or independent external service	The organisation's procedure, unless the complaint also concerns something ELLG did or failed to do.

The college-wide Complaints Policy does not replace this HE procedure. Complaints connected with a student's HE experience, including service delivery, staff conduct and complaints from former HE students, will normally stay within this policy. The Academic Registrar will coordinate any scope decision. Complaints wholly unrelated to HE, including those made by members of the public, may be considered under the college-wide policy.

6. Responsibilities

Role	Core responsibility
All staff	Receive concerns respectfully, preserve the original receipt date, make appropriate referrals and identify urgent support or safeguarding needs.
HE Administration Team	Receive, acknowledge, log and track complaints and reviews; provide or arrange help with Form 2; maintain controlled records; and issue correspondence.
Curriculum Leaders	Lead or arrange appropriate Stage 1 resolution and ensure that Form 1 is completed and forwarded to the HE Administration Team.
Safeguarding and Welfare Team or DSL	Lead immediate safeguarding, support, risk assessment and statutory or external referral decisions.
Academic Registrar	Own the policy; coordinate scope and process decisions; appoint suitable investigators and decision-makers; liaise with partners; monitor actions; and provide OIA and regulatory assurance.

Role	Core responsibility
Investigator and Stage 2 decision-maker	Conduct proportionate enquiries impartially; test the evidence; record findings and reasons; and normally reach and communicate the Stage 2 complaint decision and any proportionate remedy. The investigator must be free from any actual or perceived conflict of interest.
Separate Stage 2 decision-maker where appointed	Consider the investigation report and relevant evidence and reach and communicate a reasoned complaint decision and proportionate remedy. A separate decision-maker may be appointed where required because of the seriousness or complexity of the complaint, the seniority or involvement of those concerned, or an actual or perceived conflict of interest.
Vice Principal Academic or nominated reviewer	Ensure an independent Stage 3 review and final institutional decision.
Board of Corporation	Approve the policy and receive assurance on effectiveness, learning and compliance.

7. Dissemination

This policy and its associated forms will be published on the ELLG and University Centre policy pages and made available through the VLE and Staff Hub. Forms 2 and 4 will be published alongside the policy.

The HE Administration Office and University Centre reception will provide copies of the relevant forms. The HE Administration Team will provide an accessible or alternative format and assistance with completing a form where required.

8. Monitoring and Review

The Academic Registrar maintains the HE complaints register and oversees action tracking. Records will distinguish early-resolution cases, formal complaints, reviews, E6-related reports, partner cases, outcomes, timescales, remedies and any equality or accessibility issues, using anonymised or aggregate data for monitoring.

At least annually, ELLG will review themes, timeliness, recurrence, demographic patterns where lawful and meaningful, student feedback, completion of actions and alignment with partner, OIA and OfS requirements. Findings and improvement actions will be reported through the appropriate HE governance route and to the Board of Corporation. Case learning will be shared without identifying individuals unless there is a lawful need.

The Academic Registrar will review this policy on behalf of the Vice Principal Academic. The next scheduled review is August 2027, or earlier if regulation or guidance changes.

9. Related Policies and Procedures

- ELLG OfS Condition E6 Single Comprehensive Source of Information
- Academic Appeals Policy and Procedure
- Safeguarding Policy and Procedure
- Learner Disciplinary Policy and applicable HE student conduct procedure
- Fitness to Study Policy and Procedure
- Equality, Diversity and Inclusion Policy
- Data Protection and records-retention arrangements
- college-wide Complaints Policy and Procedure
- relevant awarding-body, university-partner and apprenticeship requirements

10. Management Responsibility

The Vice Principal Academic has senior management responsibility for this policy. The Academic

Registrar owns the policy, coordinates its implementation and review, and provides assurance through the relevant HE governance and Corporation routes.

11. How to Raise a Concern

A current or former student may raise a concern orally or in writing with any member of staff, the HE Administration Team or the Safeguarding and Welfare Team.

Form 2 will be published alongside this policy and can also be obtained from the HE Administration Office or University Centre reception. Students should normally complete Form 2 and send it to he@eastlancslearning.ac.uk or submit it at the University Centre reception. The HE Administration Team will provide an accessible or alternative format and assistance with completing the form where required.

Where a complaint is received in another format, ELLG may ask the student to complete Form 2 or may complete the form with or on behalf of the student. The original date of receipt will be retained.

ELLG will help a student identify and clearly set out the issues where needed. Reasonable adjustments or alternative submission arrangements will be provided where required. A complaint will not be rejected solely because supporting evidence has not been attached.

Where a complaint does not contain sufficient information, ELLG will explain what further information is required and give the student a reasonable period in which to provide it. ELLG may close the complaint where sufficient information is not provided and the matter cannot be considered fairly. The student will be given written reasons and informed of any available review or Completion of Procedures route.

Students should raise concerns promptly. A formal complaint should normally be submitted within 90 calendar days of:

- the event complained about;
- the date on which the student could reasonably have become aware of the matter; or
- the Stage 1 outcome, where early resolution has been attempted,

whichever is later.

These deadlines continue to apply where a student completes or withdraws and do not restart when registration ends. Under section 5, a matter not already raised with ELLG should normally be raised no later than 90 calendar days after registration ends. That additional limit does not shorten the deadlines for progressing an existing complaint through Stages 2 and 3.

ELLG may accept a complaint submitted outside the applicable deadlines only where the student provides a good reason for the delay and the matter can still be considered fairly. In reaching this decision, ELLG will consider the length and reason for the delay, the student's individual circumstances, the nature and seriousness of the issues, whether the complaint is sufficiently specific, the availability and reliability of relevant evidence, and any prejudice caused by the passage of time. Written reasons will be provided for accepting or declining a late complaint.

Declining or closing a formal complaint under this section does not prevent ELLG from recording or acting on a safeguarding concern or a report of harassment or sexual misconduct, or from providing appropriate support.

12. Access Support and Representation

Students may seek support from a trusted person, the Safeguarding and Welfare Team, Additional Learning Support, wellbeing services or an independent advice service. ELLG will explain the internal support available and how it can be accessed. Where needed, ELLG will arrange procedural advice from a member of staff who is independent of the subject of the complaint.

A student may be accompanied at a meeting by a supporter or representative. Legal representation is not normally necessary, but ELLG will consider a request case by case, taking account of complexity, seriousness, disability, equality, fairness and any other proceedings. A supporter may assist the student but must not obstruct the process or answer every question on the student's behalf.

Reasonable adjustments may include alternative formats, help completing a form, remote or separate meetings, communication breaks, extra time, an interpreter, a named contact, or accepting information in another accessible way. A student should tell ELLG what would help; ELLG may also offer

adjustments proactively.

13. Confidentiality Information Sharing and Records

ELLG will handle information sensitively and share it only with people who need it to provide support, assess risk, consider the complaint, meet legal or regulatory duties, or implement an outcome. Complete confidentiality cannot be promised, for example where there is a serious risk of harm, a safeguarding duty, a legal requirement or a need to give another person a fair opportunity to respond.

A person whose conduct is criticised will normally be told the substance of the allegation and given a fair opportunity to respond. ELLG will consider whether redaction, summaries, separate meetings or other measures can protect privacy without compromising fairness.

Complaint records will be held securely, with access restricted according to role, and retained in line with ELLG's records-retention and data-protection arrangements. An outcome will not normally form part of the student's academic record except where required to implement a remedy or by another applicable procedure.

14. Harassment Sexual Misconduct and Safeguarding

Support is not conditional on a complaint. A student can report harassment or sexual misconduct and receive support without making a formal complaint. The SCSI explains reporting options, support, risk assessment and the conduct routes.

Where a concern may involve harassment, sexual misconduct, immediate safety or another safeguarding issue, it will be referred promptly to the Safeguarding and Welfare Team and, where appropriate, the Designated Safeguarding Lead. The team leads the initial safety, safeguarding and support response; the Academic Registrar coordinates the relevant HE procedure and partner liaison.

The SCSI takes precedence if there is any conflict about a matter within OfS Condition E6. Stage 1 is not required where it would be unsuitable, including where there is alleged sexual misconduct, serious harassment, a significant power imbalance, risk of retaliation or a need for formal fact-finding. Mediation will not be used to determine whether sexual misconduct occurred. Any restorative or informal option must be safe, voluntary, appropriate and permitted by the SCSI.

15. Overview of the Process

Stage	What happens	Normal target	Main record
1 Early resolution	A prompt local attempt to understand and resolve the concern. Optional where unsuitable.	Response normally within 20 working days of receiving the concern.	Form 1 completed by the staff member
2 Formal complaint	Scope, evidence, fair investigation, written decision and reasons.	Acknowledge within 5 working days; outcome normally within 20 working days of acceptance for formal consideration.	Form 2, completed by or with or on behalf of the student; Form 3 investigation and decision record; and a separate student-facing outcome letter.
3 Review	Independent review of specified grounds; not normally a fresh investigation.	Student requests review within 15 calendar days of the Stage 2 outcome; acknowledge within 5 working days; review outcome normally within 30 working days of receiving the review request.	Form 4; Form 5 or review letter; Completion of Procedures letter

These timescales are normal service targets. ELLG aims to complete the formal complaint and any associated review (Stages 2 and 3) within 90 calendar days of receiving the formal complaint, provided the student meets the relevant submission and information deadlines. Initial assessment forms part of this overall period.

Individual stage targets will be managed within that overall timeframe. Where an extension is necessary for good reason, ELLG will explain the reason to the student, provide a revised response date and give proportionate progress updates. Extensions will take account of the circumstances and urgency of the complaint, including any effect on the student's studies or progression. Academic holidays do not automatically pause the process.

16. Stage 1 Early Resolution

Stage 1 is intended for concerns that can reasonably and safely be addressed close to where they arose. A student should normally raise the concern within 30 calendar days. The member of staff or Curriculum Leader will:

- listen and confirm the key issue and the outcome sought;
- consider any immediate support, safeguarding or adjustment need;
- make proportionate enquiries and involve another manager if impartiality requires it;
- explain the proposed resolution and any action; and
- record whether the student considers the matter resolved and explain Stage 2.

A response should normally be provided within 20 working days of receiving the concern. The staff member responsible for Stage 1 must complete Form 1 as the formal record of the concern, enquiries undertaken, response provided and whether the student considers the matter resolved. The student's signature is not required. If the student remains dissatisfied, or early resolution is unsuitable or unsuccessful, the complaint may proceed to Stage 2.

17. Stage 2 Formal Complaint

17.1 Receipt and Initial Assessment

The HE Administration Team will log the complaint and normally acknowledge it within five working days. The Academic Registrar or nominee will complete an initial assessment to:

- confirm the issues and outcomes sought;
- identify any safeguarding, E6, equality, wellbeing or immediate-risk action;
- decide whether this policy, another procedure or coordinated procedures apply;
- identify conflicts of interest and appoint an appropriately independent investigator and, where required, a separate decision-maker;
- confirm relevant timescales, support and reasonable adjustments; and
- tell the student the scope and named contact.

If part of a complaint is outside scope, late, repetitive or better addressed elsewhere, ELLG will give written reasons and explain any available review or Completion of Procedures route.

17.2 Investigation

The investigation will be proportionate to the seriousness and complexity of the issues. It may include reviewing documents and systems, interviewing the student and relevant people, seeking written responses, considering applicable policies and partner requirements, and testing disputed facts. The investigator will keep an investigation record and produce findings supported by reasons and evidence.

Where credibility or disputed evidence is material, the investigator will give affected people a fair opportunity to respond. The process is inquisitorial rather than adversarial; a hearing is not automatic but may be used where necessary for fairness. Relevant evidence will be disclosed or summarised to the extent reasonably possible, subject to privacy, safety and legal restrictions.

17.3 Decision and Outcome

The investigator will normally act as the Stage 2 decision-maker and will reach a decision based on the information gathered during the investigation.

ELLG may appoint a separate decision-maker where this is appropriate because of the seriousness or complexity of the complaint, the seniority or involvement of the people concerned, an actual or perceived conflict of interest, or the requirements of another applicable procedure.

The investigator or separate decision-maker must not have a conflict of interest. The written decision will normally state:

- the issues considered and any issue not considered, with reasons;
- the evidence considered and, where findings of fact were required, the standard of proof applied;
- whether each complaint point is upheld, partly upheld, not upheld or not determined, with reasons where a point could not be determined;
- clear reasons for the findings;
- any remedy, service improvement, referral or follow-up action; and
- how and by when the student may request a Stage 3 review.

The normal target is a written Stage 2 outcome within 20 working days of the complaint being accepted for formal consideration. Initial assessment must be undertaken promptly and forms part of the overall 90-calendar-day completion target in section 15, which runs from receipt of the formal complaint.

Where the complaint leads to a separate staff or student disciplinary process, any disciplinary decision or sanction will be determined under that procedure rather than by the complaint investigator.

18. Complaints Involving Conduct

A complaint about staff or student conduct may require a separate HR, student conduct, safeguarding or E6 process. The complaint process considers the student's complaint, impact, remedy and whether ELLG responded appropriately. The conduct process determines whether disciplinary action is warranted.

ELLG will coordinate the processes, avoid unnecessary duplication and preserve impartiality. The reporting student will receive a meaningful complaint outcome and reasons, but privacy duties may limit the detail that can be shared about another person's confidential disciplinary sanction. A responding person will receive notice of the allegations, a fair opportunity to respond and the review or appeal rights provided by the applicable conduct procedure.

The absence of criminal proceedings, a decision by police not to act, or an acquittal does not automatically prevent ELLG from considering the matter under its own procedures and standard of proof.

19. Group Complaints

Students affected by substantially the same issue may complain together and nominate a lead contact. ELLG may ask each student to confirm participation and may separate issues where individual facts, confidentiality or remedies require it. All participating students retain their own right to receive an outcome and, where eligible, a Completion of Procedures letter.

20. Anonymous and Third Party Complaints

ELLG may consider an anonymous complaint where there is enough information to make proportionate enquiries or where the issues indicate risk, safeguarding, systemic failure or serious misconduct. Anonymity may limit the investigation, ability to test evidence, available outcome and communication with the complainant. ELLG cannot guarantee that a person's identity will not become apparent from the circumstances.

A third party may complain for a student with the student's clear consent, unless there is a lawful reason to act without consent. ELLG may communicate directly with the student where needed to confirm wishes, ensure fairness or protect wellbeing. Concerns raised by a member of the public that do not arise from an HE student's experience will normally follow the college-wide Complaints Policy.

21. Stage 3 Review

Form 4 will be published alongside this policy and can also be obtained from the HE Administration Office. The HE Administration Team will provide the form when the Stage 2 outcome is issued and will provide an accessible or alternative format and assistance with completing it where required.

A student who wishes to request a Stage 3 review must normally complete Form 4 and submit it within 15 calendar days of the Stage 2 outcome. Where a review request is received in another format, ELLG may complete Form 4 with or on behalf of the student, and the original date of receipt will be retained.

A late review request will be accepted only where the student provides a good reason for the delay and the review can still be conducted fairly. Written reasons will be provided where a request is declined as out of time.

A review is not normally a fresh investigation. It considers whether:

- the procedure was not followed correctly and this may have affected the outcome;
- a material complaint point was not addressed;
- the decision or remedy was unreasonable in light of the evidence; or
- new material evidence is available that the student could not reasonably have provided earlier.

The Vice Principal Academic or another appropriately independent senior nominee will appoint or act as the reviewer. A person materially involved at Stage 2 will not conduct the review. The reviewer may uphold the Stage 2 decision, change it, require further enquiries or a fresh decision, or substitute a proportionate remedy. The outcome will give reasons and identify any final actions.

The HE Administration Team will normally acknowledge the review request within five working days. ELLG aims to issue the review outcome within 30 working days of receiving the request, managed within the overall 90-calendar-day completion target in section 15. Where an extension is necessary, ELLG will explain the reason, provide a revised response date and give proportionate progress updates. Where the review is not accepted, written reasons and the Completion of Procedures position will be given.

22. Outcomes and Remedies

A complaint may be upheld, partly upheld or not upheld. Where a complaint point cannot be determined, ELLG will explain why and identify any appropriate referral or next step. A point that has not been determined will not be recorded as not upheld. Any remedy will be proportionate and may include:

- an apology, explanation or correction of information;
- providing a service, adjustment or opportunity that should have been available;
- reconsideration by an appropriate decision-maker;
- a change to process, training, supervision, communication or quality assurance;
- a refund, fee adjustment, reimbursement or other financial remedy where appropriate;
- a referral to a staff or student conduct process; or
- other action reasonably capable of addressing the impact and preventing recurrence.

ELLG will identify who owns each action and a target date. The Academic Registrar will monitor completion. A remedy will not normally disclose confidential disciplinary information about another person.

23. Repeated Complaints and Unreasonable Behaviour

A complaint will be considered on its merits. A complaint is not unreasonable merely because it is unsuccessful, persistent, strongly expressed or seeks an outcome ELLG cannot provide. Where a person's behaviour becomes abusive, threatening, discriminatory, excessively repetitive or places disproportionate demands on staff, ELLG may take proportionate steps to manage contact while continuing to consider any substantive unresolved issue.

Possible measures include a single contact, agreed communication method, limits on frequency, a

requirement to identify outstanding issues, or declining to reopen a matter already finally decided without new material information. ELLG will normally give a warning, written reasons, duration and a route to request review. Immediate restrictions may be imposed where needed for safety.

24. Partnerships and External Routes

Where delivery, services or decisions involve a university, awarding body, employer, placement provider or another partner, the Academic Registrar will coordinate an initial scope assessment to determine the most appropriate procedure. This will take account of ELLG's responsibilities, the relevant partnership agreement and any applicable partner requirements.

The student will be told:

- which organisation and procedure will lead consideration of each issue;
- the relevant contact and any effect on timescales;
- how any referral or joint consideration will be coordinated;
- the applicable review or appeal route; and
- which organisation will issue the final Completion of Procedures letter.

ELLG will preserve the original date on which the complaint was received and will not simply redirect a student without considering its own responsibilities.

Once the applicable internal procedures are complete, an eligible current or former student may complain to the Office of the Independent Adjudicator for Higher Education (OIA). The organisation responsible under the relevant partnership arrangement will issue the final Completion of Procedures letter.

Where ELLG is responsible, it will issue the letter in accordance with the OIA Scheme Rules and guidance, normally within 28 calendar days of the internal process ending.

Where another OIA Scheme member is responsible, ELLG will explain the relevant route and provide any information reasonably required to support completion of that process. The Completion of Procedures letter will explain the applicable OIA deadline and how to submit a complaint.

OIA information: www.oiahe.org.uk/students

The Office for Students does not normally resolve individual student complaints. Separate regulatory schemes may apply to certain freedom-of-speech matters. ELLG will signpost the appropriate external route where relevant.