

Annual Letter 2015 for 'new' OIA members

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Dear

Annual Letters

I am writing to you to outline the approach that the OIA takes to publishing information about the complaints handling records of its member providers. This letter is being sent to all providers which joined the OIA Scheme during 2015 or 2016.

Each year, the OIA publishes information documenting each member provider's record in handling complaints and appeals for the preceding year. The OIA first published this information in 2012, following two rounds of consultation with the Higher Education (HE) sector.

The purpose of publishing this information is to:

- Increase the transparency of the OIA Scheme
- Increase public scrutiny of complaints handling records in HE providers
- Increase students' confidence in complaints handling processes
- Allow providers to look at their own record alongside that of similar providers

Currently, the information is published on the OIA's website in the form of an Annual Letter to each provider. Each Annual Letter contains individual data about the provider's complaints handling record for the year in question, for example number of Completion of Procedures (COP) letters issued and number of complaints received by the OIA. Comparisons are made with the median data for the provider's OIA subscription band. A draft version of the Annual Letter is sent to each provider in advance of publication.

Annual Letters are only issued in relation to providers which have been OIA members for the whole of the relevant year. Therefore we have not issued Annual Letters for 2015 to those providers which joined the OIA Scheme during 2015. The Annual Letters for 2015, for providers which were OIA members throughout 2015, have now been published on our [website](#).

INDEPENDENT ADJUDICATOR & CHIEF EXECUTIVE – JUDY CLEMENTS OBE

We will produce Annual Letters for 2016 for all member providers which were members of the OIA throughout 2016. The Annual Letters for 2016 will be published in 2017 and we will write to all relevant member providers in Spring 2017 asking them to send us details of the COP letters that they issued in 2016.

We continue to develop the content and format of our Annual Letters. In future years we will consider what comparative data would be most useful and informative, and how it can best be presented to reflect the many different categories of HE provider which are now part of the OIA Scheme.

I hope that this is helpful.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Judy Clements'.

Judy Clements OBE
Independent Adjudicator & Chief Executive