

From: OIA [<mailto:oia@oiahe.org.uk>]
Sent: Tuesday, January 31, 2012 5:09 PM
To: OIA
Subject: FW: Publication Guidance & COP Letters issued

Dear Point of Contact

Publication Arrangements

Further to our email of 20 December 2011 the amendments to the Rules and relevant Guidance regarding the publication of Decisions are now available on our website [here](#). A revised copy of the Rules, in effect from 1 February 2012, can be found [here](#). As the guidance sets out, the publication of summaries will become operational in relation only to complaints arriving at the OIA on or after 1 April 2012.

Number of Completion of Procedures Letters Issued

Further to Recommendation 11 of our 2010 Pathway Report (*'Universities should compile and send to the OIA an annual return of the number of Completion of Procedures Letters issued in the previous calendar year. The first return should be for the year 2010'*) we are writing to request the total number of Completion of Procedures Letters issued by your Institution between 1 January and 31 December 2011. Rule 11.14 reflects this request for information.

As last year, please categorise the number of Completion of Procedures Letters issued into the following categories:

- (a) Academic Status
- (b) Service Issues (contract)
- (c) Disciplinary matters
- (d) Academic Misconduct (including plagiarism and cheating)
- (e) Discrimination and Human Rights
- (f) Financial
- (g) Welfare and Accommodation
- (h) Other (please specify)

Please find below some guidance on the categories; the list is not of course exhaustive:

- (a) Academic Status - for example, complaints which are related to academic appeals, assessments, progression and grades
- (b) Service Issues (contract) – for example, complaints which are related to the course, teaching provision, facilities and supervision
- (c) Disciplinary matters - for example, complaints which are related to disciplinary proceedings for non-academic offences
- (d) Academic Misconduct - for example, complaints which are related to academic offences including plagiarism, collusion and examination offences
- (e) Discrimination and Human Rights – for example, complaints where the student claims there has been any form of discrimination, including harassment, and where he or she claims his or her Human Rights have been breached.
- (f) Financial – for example, complaints relating to finance and funding: eg fees and fee status, bursaries and scholarships
- (g) Welfare and Accommodation - for example, complaints relating to support services, eg counselling, chaplaincy, assistance for international students, and university accommodation issues

(h) Other (please specify)

We do not need the number of Completion of Procedures Letters to be broken down by undergraduate/postgraduate students at this stage. If the complaint/appeal relates to more than one issue, we would ask that you categorise the Completion of Procedures Letter by identifying the dominant issue.

Please provide the requested information by 29 February 2012. Your assistance is greatly appreciated.

Regards

Cheryl Emerton
Administration Manager & Head of Enquiries Team

Office of the Independent Adjudicator for Higher Education
Third Floor
Kings Reach
38-50 Kings Road
READING
RG1 3AA

Tel: 0118 959 9813

www.oiahe.org.uk

Twitter: <http://twitter.com/oiahe>

This message is confidential and may be legally privileged. If you are not the intended recipient, you should not copy or disclose this message to anyone but should kindly notify the sender and delete the message. Neither the OIA nor the sender accepts any responsibility for viruses and it is your responsibility to scan this email and any attachments. Calls to this Office may be monitored or recorded for quality control and training purposes.

The OIA is a charity, registered in England & Wales under number 1141289, and a company limited by guarantee, registered in England & Wales under number 4823842. Registered Office: Third Floor, Kings Reach, 38-50 Kings Road, Reading, RG1 3AA, United Kingdom