



office of the  
independent  
adjudicator

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29 November 2013

I wrote to you in August 2013 with the first interim statement for your institution, in respect of the case element of our 2013 subscription fee.

The table below is the second interim statement for your university based on cases received by the OIA between 1 January 2013 and 30 September 2013 and their points allocation as at 12 November 2013. For the purposes of this statement, it has been assumed that cases currently in progress will go on to be reviewed to complaint outcome.

Name	University of East Anglia
2013 Subscription Band	E
Points	39
<b>Case Points Profile</b>	
Not Eligible (1 point)	1
Settled/Withdrawn (2 points)	2
Reviewed to Complaint Outcome (3 points)	9
In progress (assumed 3 points)	30
<b>Points allocated to 30 September 2013</b>	<b>42</b>

The funding model will be kept under close review by the OIA.

A reminder of how the scheme will operate is set out in the enclosed information sheet.

If you or a colleague have any questions about the new system please do not hesitate to contact me.

Yours sincerely

Ben Elger,  
Chief Operating Officer

## Case-related element – information sheet

Following consultation with the sector, reported in Pathway 3, subscriptions to the OIA will include a case-related element from 2014. The case-related element will work on the basis of a number of points being allocated to universities in each subscription band as ‘free points’ (in terms of the case element and included in the core subscription). Beyond this threshold, cases will attract points that contribute to the following year’s subscription fee. Each case that is reviewed to Complaint Outcome stage will incur three points. Cases that are settled or withdrawn will incur two points. Cases that are not eligible will incur one point.

The OIA will make the final decision about which category any case falls into. Where a complaint is judged ‘vexatious’ by the OIA it will not incur any points. Group complaints will be dealt with on a case by case basis.

The level of the fee and the ‘free’ case distribution have been set following a detailed modelling exercise based on complaint numbers in previous years. The 2013 points threshold for each subscription band is set out in the table below. The cost per point above these thresholds will be **£200**.

<b>Band</b>	<b>Points threshold</b>
A	3
B	5
C	10
D	22
E	39
F	59
G	81
H	n/a 2013-14
I	420