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GBS Academic Appeals Policy and Procedure

Global Banking School

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Related GBS policies

- GBS Student Charter
- GBS Student Code of Conduct
- GBS Good Academic Practice and Academic Conduct Policy and Procedure
- GBS Student Complaints Policy and Procedure
- GBS Extenuating Circumstances Policy and Procedure
- GBS Student Protection Plan
- GBS Student Disciplinary Policy
- GBS Equality and Diversity Policy
- GBS Anti-Harassment and Anti-Bullying Policy - Students

External Reference Points

1. [UK Quality Code for Higher Education](#), Advice and Guidance: Concerns, Complaints and Appeals and Advice and Guidance: Partnerships.
2. [OIAHE Good Practice Framework](#), Handling Complaints and Academic Appeals.
3. [Pearson Qualifications](#), Internal assessment in vocational qualifications reviews and appeals policy

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GBS Academic Appeals Policy and Procedure

1. Introduction

- 1.1. Decisions concerning student marks, progression and overall award can only be made by a Progression and Awards Board and an academic appeal can thus only be made following and in relation to a Progression and Awards Board decision. The decisions of Progression and Awards Boards are final and may only be modified in exceptional circumstances. In the context of this Policy and Procedure, a Progression and Awards Board is defined as the highest-level body within GBS charged with both approving all of a students' overall module/unit marks for a year or level of study and making decisions on individual student's academic outcomes by programme and level/year of study, including decisions on completion, overall mark/grade, progression, award and classification.
- 1.2. An Academic Appeal, as described by the Office of the Independent Adjudicator (OIAHE), is "...a request for a review of a decision of an academic body charged with decisions on student progress, assessment, and awards".
- 1.3. The OIAHE runs an independent scheme to review student complaints or appeals. Global Banking School (GBS) is a member of this scheme. If you are unhappy with the outcome, you may be able to ask the OIAHE to review your complaint or appeal. You can find more information about making a complaint to the OIAHE, what it can and can't look at and what it can do to put things right here: <https://www.OIAHE.org.uk/students>.
- 1.4. This Policy and Procedure applies only to students at GBS following programmes leading to GBS or Pearson awards and should be read in conjunction with the respective academic regulations for these. For students at GBS following programmes leading to awards of GBS's partner universities, the relevant academic appeals policy and procedure will be published on the University's website, with any adjustments to this standard process for students at GBS detailed to this document, once again to be read in conjunction with the University's academic regulations.
- 1.5. Students at GBS following programmes leading to GBS or Pearson awards may make

an academic appeal following the procedure detailed below and using the Academic Appeals Form. (Please see Annex 1). The term “days” in the following means GBS working days.

- 1.6. Where a procedural role is assigned to a specified GBS postholder within this Policy & Procedure, this may be varied on the GBS Provost’s authority where the procedure cannot otherwise progress (for example should all specified postholders have prior involvement in the appeal).

2. Grounds for Appeal

- 2.1. An appeal against any decision made by a Progression and Awards Board may only be made on the following grounds:

- An assessment or calculation of a mark or grade was not conducted in accordance with the current regulations for the programme, or a material administrative error or some other material irregularity relevant to the assessment has occurred.
- The judgement of an examiner or examiners was improperly affected by personal bias.
- Misleading information was provided about the assessment(s) and/or examinations.
- For a student with a disability or additional needs, the assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures for that student were not properly implemented.
- Where coursework was submitted, or an examination attended and extenuating circumstances (as defined in section 2 of the GBS Extenuating Circumstances Policy and Procedure) had a significant effect on the student’s ability to complete a summative assessment and that the student can demonstrate that they did not disclose those circumstances to the timescale specified in the Procedure because: i. circumstances beyond their control prevented this or ii. that there was good reason for not disclosing, in either case supported via independent third-party evidence.

2.2. Appeals against academic judgement¹ cannot constitute grounds for a request for reconsideration by a student. Such matters of academic judgement remain the exclusive prerogative of the Progression and Awards Board. Matters of academic judgement include:

- (a) Whether or not a student has reached the academic standard required for the module/programme.
- (b) Whether or not a student would benefit academically from further study, for example, by repeating a unit of study on the programme.

2.3. Subject to the previous paragraphs, any academic appeal should relate to one or more of the following categories of Progression and Awards Board decision:

- a module result (or component thereof);
- required withdrawal from a programme;
- a verdict of, or penalty applied in respect of, academic misconduct;
- a refusal to permit an extension or deferral in accordance with the relevant policy;
- the calculation of an overall mark/grade for a level or levels of study or for an award or classification of award, where the appeal is on the grounds that the relevant academic regulations have not been applied correctly Progression and Awards Board

2.4. Pending the outcome of an academic appeal, the student will be treated as if the assessment had not yet taken place. This means that progression or the making of an award/qualification will not take place, where such progression or the making of an award would depend on the assessment concerned.

3. Matters excluded from Academic Appeals

3.1 The student may not make an appeal under these procedures on the grounds that:

- i. extenuating circumstances adversely affected their performance in an assessment for which they did not submit coursework or attend an examination;

¹ Academic judgement is defined as disagreement with the judgement of the Assessment Board's decision. A student cannot appeal simply because they believe they ought to have received a higher grade.

noting that all such cases are dealt with instead via the GBS Extenuating Circumstances Policy and Procedure; or

- ii. the student considers as inappropriate an adjustment permitted by the Progression and Awards Board in respect of a prior application under the GBS Extenuating Circumstances Policy and Procedure.

3.2 A student may not make an academic appeal on the grounds that poor teaching, supervision, academic advice, or guidance affected his or her performance. In such circumstances the student should make a complaint under the Student Complaints Policy and Procedure. which is available on GBS' website or the VLE.

3.3 A complaint about any service that GBS provides to its students and is not directly related to marks awarded for assessed work, progression on a course and/or awards should be dealt with through the GBS Students Complaints Policy and Procedure.

4. General Principles

4.1 Timely and transparent procedures

- 4.1.1 All appeals are dealt with in a timely manner and through processes which are clear, straightforward and transparent.

4.2 Anonymity or third-party complaints

- 4.2.1 GBS expects that students submit appeals themselves. Appeals made by a third-party will only be admitted to these procedures under exceptional circumstances and with the student's written consent.

4.3 Submission in good faith

- 4.3.1 GBS presumes that all appeals are submitted in good faith and will not disadvantage any student for bringing forward an appeal.
- 4.3.2 Appeals that GBS considers to be unreasonably persistent or vexatious will not be considered and could result in action through the Student Disciplinary Regulations.

4.4 Impartiality in investigation

- 4.4.1 All appeals are investigated by staff who have no material interest in the appeals.

4.5 Privacy

- 4.5.1 Staff investigate appeals with due regard for the privacy of all parties. The appeal is only disclosed to those immediately involved and/or those whose participation is necessary for a resolution. All parties are required to respect the confidentiality of the process.

4.6 Group Appeals

- 4.6.1 Where an appeal is submitted by a group of students, one member of the group must be nominated as the main contact. Each member of the group must confirm in writing that they wish the nominated individual to act in this capacity and that the appeal reflects their concerns. The nominated contact will receive updates on the appeal on behalf of the group. All members of the group will receive notification of the outcome individually.

4.7 Appeals and Complaints

- 4.7.1 GBS operates a separate Complaints Process and Procedures.
- 4.7.2 Where it is considered that an academic appeal contains elements of a complaint, Student Casework may direct the appellant to address these via the Student Complaints Process and Procedures instead. Similarly, upon making a complaint, the student may be advised by Student Casework that resolution of elements of this would be more appropriately served by making an academic appeal.

5. Principles relating to the Handling of Academic Appeals

5.1 All appeals must be logged, and progress kept updated on the Student Casework Database.

5.2 Adequate records must be maintained of all appeals received.

5.3 Findings from appeal investigations will be used to improve services for students and the student experience. Recommendations are monitored by the Learning and Teaching Committee and Academic Board.

6. Procedure for Notification of an Appeal

6.1 There are three stages in the Academic Appeals procedure:

Stage 1: Formal Academic Appeal

Stage 2: Academic Appeals Panel Hearing

Stage 3: Independent Review

optionally preceded by a discovery process.

7. Discovery

7.1 Discovery is an informal process and is not mandatory. If a student considers that they may have grounds for an academic appeal, or is seeking clarification of a Progression and Awards Board decision, they are advised to first discuss this with Student Casework studentcasework@globalbanking.ac.uk, noting the timescale at 8.1 below.

7.2 If an academic appeal includes issues that fall within the remit of other procedures, such as the Student Complaints Procedure and vice-versa, students will normally be informed of this and directed to the relevant procedure by Student Casework, although in all cases it remains the student's responsibility to ensure that the correct procedures are followed.

8. Stage 1: Formal Appeal

8.1 To proceed, the student must submit their academic appeal using only the Academic Appeal Form (*Please see Annex 1*) to studentcasework@globalbanking.ac.uk. This must normally be completed within ten days after publication of the results from the relevant Progression and Awards Board. From here on a permanent record of the progress and outcomes of the appeal will be maintained in the Student Casework Database,

8.2 In submitting a Stage 1 appeal, the Academic Appeal Form must be properly completed and contain the following information:

- (a) A clear statement of the actual decision of the Progression and Awards Board being appealed against.
- (b) A brief and clear summary of the grounds for the appeal and stating, as appropriate, the following:
 - i. The ways in which it is alleged that the assessment failed to accord with the regulations pertaining to the programme. It would be helpful to precisely identify the regulation(s) which has/have been breached.
 - ii. If an administrative error is thought to have occurred, then state the nature of the error or other material irregularity relevant to the assessment(s) which has/have occurred.
 - iii. How it is alleged that, for a student with a disability or additional needs, the needs assessment was flawed, the provisions recommended were not implemented, or the agreed assessment procedures failed to be implemented.
- (c) Evidence, other than personal testimony from the student, in corroboration of the factual base of the appeal, or an indication of how such corroboration will be provided.

- (d) A statement about the nature of the revised assessment sought from the Progression and Awards Board if the appeal was to be upheld.

also noting that *a properly completed* form must not include or be accompanied by material submitted by or in the name of someone acting as a legal representative to the appellant.

8.3 On receipt of the Academic Appeal Form, a manager from Student Casework will work with the Level Leader and Associate Dean Assessment having oversight of the student's programme, to consider the appeal and establish whether there is a clear case for the appeal. The grounds for appeal above will be referred to in helping to make this decision.

8.4 Where the Student Casework manager or Associate Dean Assessment or Level Leader deem there to be a case for an academic appeal, a meeting of the Academic Appeals Panel shall be called to hear the appeal, normally within fifteen days of receipt of the appeal form. The student making the appeal will be informed by Student Casework whether there is a case or whether the appeal is dismissed because there are not proper grounds for an appeal. If there is deemed to be a case, Student Casework will inform the student in writing of the date of the meeting of the Academic Appeals Panel, giving at least five days' notice.

8.5 An appeal may be dismissed in the following circumstances:

- (a) When the appeal is not properly completed or made on the appropriate form, or is incomplete, or is submitted late and without an explanation agreed as satisfactory by the Student Casework manager, Associate Dean Assessment and Level Leader.
- (b) When the Student Casework manager, Associate Dean Assessment and Level Leader agree that the appeal does not fall into any one or more of the categories detailed at 2. above.

8.6 A decision will be made and communicated to the appellant by Student Casework within seven days of their receipt of the Academic Appeal Form. Where applicable, this will include at least five days' notice of the date of the Appeals Panel Hearing

9. Stage 2: Academic Appeals Panel Hearing

9.1 Academic Appeals Panel

- 9.1.1 The student making the appeal shall have the right to appear before the Academic Appeals Panel and to be accompanied and assisted by a friend. The friend must be either an enrolled student at GBS or a member of staff at GBS. The student may not be accompanied by someone acting as their legal representative.
- 9.1.2 Academic Appeals Panel Constitution:
- the Academic Appeals Panel shall comprise of a Dean as Chair, (not of the appellant's Faculty)
 - two members of GBS academic staff not from the faculty of the appellant, who do not teach, assess, or are otherwise involved with the appellant, including in Stage 1 of this procedure
 - a member of the Academic Standards and Quality Office, as the Secretary to the Panel.
- 9.1.3 The Chair of the relevant Progression and Awards Board (or his or her nominee) shall have the right to be present at the Academic Appeal hearing.
- 9.1.4 The student making the appeal, the friend, and the Progression and Awards Board, through its representatives, shall have the right to call and to question witnesses.
- 9.1.5 The Academic Appeals Panel shall be entitled to call witnesses as it deems appropriate and to call to produce relevant documents.
- 9.1.6 The appeal shall only be heard on the grounds stated and accepted by the Student Casework Manager, Associate Dean Assessment and/or Level Leader and as laid out on the Academic Appeals Form unless the Academic Appeals Panel decides otherwise. In the latter event, an adjournment of no more than one week in total shall be granted if so requested by the appellant and/or the Chair of the Progression and Awards Board;

9.1.7 The student making the appeal and the Chair of the Progression and Award Board shall have the right to receive a copy of any written submission that is made on the part of the other.

9.1.8 The student making the appeal shall be invited to provide details of any reasonable adjustment that may need to be made for the hearing to accommodate the appeal, as long as the student has a declared disability.

9.2 If the student making the appeal does not appear at the location, time and date set for the Appeal Hearing, the Academic Appeals Panel shall consider whether any reasons sent by the student in advance of the hearing are valid, and:

- a) If members of the Panel so judge, adjourn proceedings to a later date and time.
- b) If no reasons are advanced, or if they are judged to be invalid, proceed in the student's (appellant's) absence.

9.3 If invited witnesses do not attend the Appeal Hearing, the Panel may determine either to adjourn proceedings or to proceed without the witness(es).

9.4 The Panel, having considered the evidence, will decide whether the appeal should be justified, partially justified, or not justified. The decision of the Panel is final and will be reported to the student, Student Casework and relevant Progression and Awards Board

Outcomes

9.5 The student can expect to hear the outcome of the Panel, in writing via Student Casework, within five working days of the Panel meeting. The student will also be informed within that time if the complexity of the case prevents an outcome being reached and advised of the likely timescale for further action and notification of the outcome. In all cases, regardless of whether the appeal was justified, in full or in part, or not justified, the outcome letter will give a full and clear explanation of the decision and rationale.

9.6 Where the Panel determines that an appeal is justified, in part or in full, the relevant Progression and Awards Board will be convened (where necessary as an extraordinary

meeting and/or by correspondence) to decide the appropriate action, in the context of the student's overall profile and the relevant assessment regulations. The outcome may include, but is not limited to:

- a further attempt at one or more components of assessment; the subsequent mark(s) for which may or may not be subject to a cap;
- a revised penalty in relation to a verdict of academic misconduct;
- retrospective granting of a deferral;
- any other action to correct procedural irregularity, unfair treatment, prejudice or bias. In exceptional circumstances, this may include the remarking of previously submitted work

9.7 The Chair of the Progression and Awards Board will notify the student, in writing, of the decision of the Progression and Awards Board and any appropriate action, along with the rationale for the decision, within ten days of the date of the letter informing the student of the Panel's decision. A copy of the letter will be sent to Student Casework. For programmes leading to the relevant awards, Student Casework will inform Pearson within the required timescale.

10. Authority of Academic Appeals Panel

10.1. There shall be no appeal against the findings of an Academic Appeals Panel. However, if the appellant alleges procedural irregularity in the conduct of an appeal, they may put this in writing to Student Casework, no later than ten days following the appellant's receipt of the outcome at 9.7 above. Student Casework will refer to the Director of Academic Quality and Standards. If the Director of Academic Quality and Standards determines that procedural irregularity has occurred, they will arrange for all or part of the procedure at 9 above to be repeated, with different panel members, at their discretion. Student Casework will write to the Student with the Director of Academic Quality and Standards' decision, within 10 days of receipt of the allegation of irregularity. If the Director of Academic Quality and Standards determines that no such irregularity has occurred, or no such allegation is received within the above timescale, the appellant will be considered to have exhausted GBS' internal procedures for Academic Appeals.

11. Right of Appeal to Pearson (Pearson students only)

11.1. Students on Pearson programmes have the right to appeal to Pearson. Pearson

supports and encourages appeals from learners to be resolved within their Centre.

However, where this has not been possible, learners can contact Pearson within 14 days of exhausting GBS' internal procedures for Academic Appeals here:

<https://qualifications.pearson.com/en/contact-us/students.html> Following the OIAHE process (see section 12) does not prevent learners from pursuing an appeal with Pearson and learners may choose whichever route they feel to be the most appropriate.

12. Stage 3: Independent Review (External)

12.1. Where the appellant has exhausted GBS' internal procedures and is not satisfied with the outcome, they may request the case be reviewed by the [OIAHE](#). GBS subscribes to the independent scheme for the review of student appeals.

12.2. Under the Higher Education Act 2004, provision is made for a student to refer a complaint to the OIAHE when the institution's internal academic appeals procedures have been exhausted, and the student remains dissatisfied with the outcome. Details about the OIAHE can be found on their website: <https://www.OIAHE.org.uk/>. Further guidance about submitting a complaint for appeals to the OIAHE is available at their website: <https://www.OIAHE.org.uk/students/how-to-complain-to-us/>.

12.3. On completion of GBS' internal Academic Appeals procedure, the student(s) will be issued with a Completion of Procedures Letter by the Academic Standards and Quality Office. This letter will provide information of the services available to the student from the Office of the Independent Adjudicator. (*Please see Annex 2 GBS Completion of Procedures Letter Template*). The Completion of Procedures Letter will:

- a) provide a description of the Academic Appeal
- b) confirm that GBS' internal Academic Appeal procedure has been completed
- c) state the outcome of the internal Academic Appeals process
- d) confirm that the student has the right to take the appeal to the OIAHE
- e) indicate how the student can contact the OIAHE
- f) stipulate that the OIAHE will only consider complaints from students within a period of twelve months from the date of the Completion of Procedures Letter
- g) enclose an explanatory leaflet on the OIAHE.

12.4. Further advice and/or assistance concerning the OIAHE, or in contacting and submitting a complaint to the OIAHE, should be obtained from the Academic Standards and Quality Office, or Dean of Students.

12.5. The findings of any case considered by the OIAHE shall be considered directly by Academic Board. Academic Board shall take the recommendations of the OIAHE into account in reaching a final decision about any action that should be taken in response to the appeal. The decision of Academic Board will be final and there shall be no further appeal against this decision.

13. Reporting to Academic Board

13.1. The Dean of Students or nominee and Academic Standards and Quality Office shall analyse the key features and outcomes of any Academic Appeals and any outcomes of review by the OIAHE made during the previous year. A Student Casework Report on this information will be presented at the appropriate meeting of Academic Board.

13.2. Data concerning equal opportunities monitoring shall also be provided. Any overall recommendation(s) arising from the reviews will be drawn to the attention of Academic Board.

14. Monitoring and Review

14.1. This policy may be amended by GBS at any time. GBS will ensure that all staff receive appropriate training to enable them to comply with this policy. GBS will regularly test our systems and processes to monitor compliance. Any issues related to the monitoring and review of this policy, please contact asqo@globalbanking.ac.uk.

15. Data Protection and Confidentiality

15.1. GBS is registered with the Information Commissioner's Office as a Data Controller. Details of the School's registration are published on the [Information Commissioners website](#). GBS as a Data Controller shall implement appropriate technical and organisational measures to ensure that processing of personal

information is performed in accordance with the UK General Data Protection Regulations (UK GDPR) and under the Data Protection Act 2018 (DPA).

15.2. By submitting an appeal, students are agreeing that GBS can process, use, and share information it contains to enable the appeal to be considered. Information may be shared with relevant people to facilitate actions and recommendations after investigation. For Data Protection purposes and compliance matters, please contact dpa@globalbanking.ac.uk. All documentation will be kept confidential and shall be disclosed only to those persons who have a right to the information by virtue of their role in the appeals process.

16. Alternative Format

16.1. This policy can be provided in alternative formats (including large print, audio and electronic) upon request. For further information, or to make a request, please contact the Academic Standards and Quality Office at asqo@globalbanking.ac.uk.

Annex 1 GBS Academic Appeal Form

GBS policy and procedure for making an Academic Appeal must only be used for students on the GBS Pearson Programmes. Students on a university programme or HND through our partners must use their appropriate policy and procedure. If in doubt, please consult Academic Standards and Quality Office via studentcasework@globalbanking.ac.uk. Please read the policy and procedure carefully before completing the form. The flow chart may also be of help. Both these documents together with the Academic Appeal Form are available on VLE.

Once the form has been completed it should be sent to studentcasework@globalbanking.ac.uk for review.

YOUR DETAILS:			
Student Name:		Student ID:	
Programme of study:		Campus:	
Tel:		Email:	
Contact Address:			

Date of Progression and Award Board at which your results were considered:	
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GROUNDS FOR APPEAL
<i>An appeal should be lodged no longer than fifteen days after the publication of your results following the meeting of the Progression and Award Board that considered your results. Please remember that you may only appeal on grounds detailed in Section 2.1 of GBS's Policy and Procedure for making an Academic Appeal.</i> <i>Please indicate on which grounds you are appealing by ticking the appropriate box(es) given below:</i>

☐	an assessment or calculation of a mark or grade was not conducted in accordance with the current regulations for the course/module, or there has been a material administrative error or some other material irregularity relevant to the assessment has occurred.
☐	The judgement of an examiner or examiners was improperly affected by personal bias.

☐	
☐	Misleading information was provided about the assessment(s) and/or examinations
☐	For a student with a disability or additional needs, the assessment was not correctly carried out, or the support identified was not provided, or the agreed assessment procedures for that student were not properly implemented.
<i>Please provide further details with respect to each of the grounds of appeal indicated by the box(es) you have ticked above....</i>	

Revised Assessment

Please provide a statement about the nature of the revised assessment sought from the Progression and Award Board if your appeal was to be upheld...

Evidence/Documentation

You must provide supporting documentation in which you provide supporting evidence for the grounds of your appeal detailed above. Please list the documentation below and attach them to this form...

STUDENT DECLARATION

I hereby consent for any sensitive and/or confidential data, such as notes in your file, held by GBS to be made available to the Academic Appeals Panel and the Associate Dean/Cohort Leader for use as evidence or supporting documentation as appropriate. I understand that as part of the investigation into my appeal, the Academic Appeals Panel and the Associate Dean/ Cohort Leader may be required to share this information with other staff at GBS solely on a need-to-know basis.

I declare that to the best of my knowledge all the information I have supplied is true, accurate and complete.

I give my consent for information from this form and any attached documents, and personal data held elsewhere within GBS, to be shared with relevant members of GBS' staff on a need-to-know basis for the purpose of investigating my appeal.

Student Signature **Date:**

FOR STUDENT CASEWORK OFFICE USE ONLY

Has the form been filled in fully:		YES/NO	
Is there evidence attached:		YES/NO	
GBS Staff Name:		Position:	

GBS Staff Signature **Date:**

Annex 2 GBS Completion of Procedures Letter Template

Please note this template has been taken directly from the Office of the Independent Adjudicator for Higher Education (OIAHE) website. The format may be adjusted to meet the individual circumstances of a complaint provided that the key points below are included.

Dear [Name of complainant],

Completion of Procedures Letter

This letter confirms that the internal procedures of [name of higher education provider] in relation to your *complaint / appeal etc** regarding [please describe] have been completed.

The issues that you raised in your *complaint / appeal etc** were [details]

The issue(s) that were considered in relation to your *complaint / appeal etc* was / were*: [brief summary of the complaint etc].

The final decision of [name of higher education provider] is* [detail] because [reasons].

The procedures / regulations applied were*: [details and date as supplied to the OIAHE's electronic Regulations Bank].

[Name of provider] subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome, you may be able to apply for a review of *your complaint / appeal etc** to the Office of the Independent Adjudicator for Higher Education (OIAHE) provided that the complaint you take to the OIAHE is eligible under its Rules. Should you decide to make a complaint to the OIAHE, your OIAHE Complaint Form **must be received by the OIAHE** within **12 months** of the date of this letter, that is, it must be received by the OIAHE **on or before** [insert date - e.g., if the Completion of Procedures Letter is dated 9 July 2015, this date should be 9 July 2016].

[Include here any factors of which the provider is aware which mean that it is particularly important for the student to bring the complaint promptly.]

You can fill in the OIAHE's complaint form online or download a copy from the OIAHE website. <https://www.OIAHE.org.uk/students/how-to-complain-to-us/>. The OIAHE also publishes *An Introduction to the OIAHE Scheme for Students*, which can be downloaded from <https://www.OIAHE.org.uk/students/can-you-complain-to-us/>. Alternatively, you can telephone or write to the OIAHE for a form. **You should send a copy of this letter to the OIAHE with your OIAHE Complaint Form.**

Guidance on submitting a complaint to the OIAHE and the OIAHE Complaint Form can also be found on the OIAHE's website <https://www.OIAHE.org.uk/students/how-to-complain-to-us/>. You may also wish to seek advice from the Students' Union about taking your complaint to the OIAHE. Please note that the OIAHE will normally only review issues that have been dealt with through the provider's internal procedures.

Yours sincerely,
[Authorised signatory]