



**Global Banking School**  
**+44 (0) 207 539 3548**

[info@globalbanking.ac.uk](mailto:info@globalbanking.ac.uk)

[www.globalbanking.ac.uk](http://www.globalbanking.ac.uk)

**891 Greenford Road, London**  
**UB6 0HE**

## **GBS Academic Appeals Policy**

**©2022 Global Banking School**

**Version Control**

<b>Document title:</b> GBS Academic Appeals Policy		<b>No of pages:</b> 18
<b>Version Number:</b> 3.0	<b>Date first published:</b> September 2019	
<b>Approved by:</b> Academic Board	<b>Last review date:</b> January 2022	
<b>Date originally approved:</b> October 2019	<b>Due for next review:</b> January 2023	

**Related policies**

- GBS Student Charter
- GBS Student Code of Conduct
- GBS Good Academic Practice and Academic Misconduct Policy and Procedure
- GBS Student Complaints Policy and Procedure
- GBS Student Protection Plan
- GBS Assessment and Feedback Policy
- GBS Student Disciplinary Policy
- GBS Equality and Diversity Policy
- GBS Records Management and Retention Policy
- GBS Anti-Harassment and Anti-Bullying Policy

**External Reference**

1. [UK Quality Code for Higher Education](#), Advice and Guidance: Concerns, Complaints and Appeals and Advice and Guidance: Partnerships.
2. [QIAHE Good Practice Framework](#), Handling Complaints and Academic Appeals.

## Contents

1.	Introduction.....	4
2.	Grounds for Appeal.....	4
3.	Matters excluded from Academic Appeals.....	5
6.	Procedure for Notification of an Appeal.....	6
7.	Stage 1: Early Resolution.....	7
8.	Stage 2: Formal Appeal.....	7
9.	Stage 3: Academic Appeals Panel Hearing.....	8
10.	Authority of Academic Appeals Panel.....	10
11.	Stage 4: Independent Review (External).....	10
12.	Reporting to Academic Board.....	11
13.	Monitoring and Review.....	12
14.	Data Protection and Confidentiality.....	12
	Annex 1 GBS Academic Appeal Flow Chart.....	13
	Annex 2 GBS Academic Appeal Form.....	14
	Annex 3 GBS Completion of Procedures Letter Template.....	17

## Global Banking School Academic Appeals Policy<sup>1</sup>

### 1. Introduction

- 1.1. Decisions concerning student marks, progression and overall award can only be made by an Assessment Board.
- 1.2. The decisions of the Assessment Boards are final and only in exceptional circumstances, a decision of an Assessment Board may be modified.
- 1.3. An Academic Appeal, as described by the Office of the Independent Adjudicator, is a request for review of a decision of an Assessment Board charged with decisions on student progress, assessment, and awards.
- 1.4. The Office of the Independent Adjudicator for Higher Education (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>.
- 1.5. To make an academic appeal follow the procedure detailed below and use the Academic Appeals Form. The Academic Appeals flowchart summarises the procedure involved. (*Please see Annex 1 and Annex 2*).

### 2. Grounds for Appeal

2.1 An appeal against any decision made by an Assessment Board may only be made on the following grounds:

- a) The assessment 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.
- b) The judgement of an examiner or examiners was improperly affected by personal bias.
- c) Misleading information was provided about the assessment(s) and/or examinations.
- d) 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.

2.2 Appeals against academic judgement<sup>2</sup> cannot constitute grounds for a request for reconsideration by a student. Such matters of academic judgement remain the exclusive prerogative of the Assessment Board. Matters of academic judgement include:

---

<sup>1</sup> This academic appeals policy applies only to students registered and enrolled on the GBS Pearson Programmes. For other higher education programmes awarded by our partners, please use their procedures. If in doubt, please consult your Programme Leader or Student Success Tutor. Please read the policy and procedure carefully before completing the form.

<sup>2</sup> 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.

- (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, the appeal may be against a decision or recommendation of an Assessment Board that:

- (a) The student has failed the programme or part of the programme (unit).
- (b) The student should not be permitted to proceed to the next stage of the programme.
- (c) The student should be excluded from continuation of studies on the programme.
- (d) A particular class or grade of award should be made.

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 mitigating circumstances adversely affected his or her performance in an assessment and/or that he or she believes an inappropriate allowance was made for such circumstances. Such issues are the subject of the Extenuating Circumstances Policy and Procedure (available on GBS' VLE).

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 academic matters (marks awarded for assessed work, progression on a course and 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 separate Complaints Process and Procedures.
- 4.7.2 Where it is considered that an academic appeal contains elements of complaint, a decision will be made on what elements should be reclassified and processed through the Student Complaints Process and Procedures.

### **5. Principles relating to the Handling of Academic Appeals.**

- 5.1 At all stages of the procedure, every effort should be made to come to a resolution acceptable to all parties, including through informal discussion and agreement, should that be the student's wish.
- 5.2 All appeals must be logged, and progress kept updated on the Student Casework Database on the ASQO SharePoint.
- 5.3 Adequate records must be maintained of all appeals received.
- 5.4 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 four stages in the Academic Appeals procedure:

Stage 1: Early Resolution

Stage 2: Formal Academic Appeal

Stage 3: Academic Appeals Panel Hearing

Stage 4: Independent Review

## **7. Stage 1: Early Resolution**

7.1 The early resolution stage is an informal process. If a student considers that he or she may have grounds for an academic appeal, or is seeking clarification of an Assessment Board's decision, he/she should first attempt to conciliate with the appropriate Programme Leader or the Associate Dean. This should be done within ten days of the publication of the results of the relevant Assessment Board.

7.2 Only when the informal stage of conciliation has been exhausted, and the student remains convinced that he/she has grounds for an Academic Appeal, should formal (Stage 2) procedures be initiated. Prior to submitting an appeal for consideration, students are advised to contact [studentcasework@globalbanking.ac.uk](mailto:studentcasework@globalbanking.ac.uk) in the first instance.

7.3 Where appropriate and proportionate the student will be provided with an outcome of the early resolution stage.

## **8. Stage 2: Formal Appeal**

8.1 Where the Stage 1 Early Stage is unsuccessful, the student must submit his or her academic appeal using the Academic Appeal Form (*Please see Annex 2*) to [studentcasework@globalbanking.ac.uk](mailto:studentcasework@globalbanking.ac.uk). This must normally be completed within five working days of the conciliatory meeting or no longer than fifteen days after publication of the results from the relevant Assessment Board.

8.2 On receipt of the Academic Appeal Form, the Academic Standards and Quality Office (ASQO) will work with the Associate Dean and/or Programme Leader 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.

8.3 Where the Academic Standards and Quality Office (ASQO), Associate Dean and/or Programme Leader deems there to be a clear case for an academic appeal, a meeting of the Academic Appeals Panel shall be called to hear the appeal, normally within fifteen working days of receipt of the appeal form.

8.4 The student making the appeal will be informed by the Academic Standards and Quality Office whether there is a clear case or whether the appeal is dismissed because there are not proper grounds for an appeal. If there is deemed to be a clear case, the Academic Standards and Quality Office will inform the student of the date of the meeting of the Academic Appeals Panel. These communications to the student will normally be made within five working days of the completed Academic Appeal Form being submitted.

8.5 In submitting a Stage 2 appeal, the Academic Appeal Form must be properly completed and contain the following information:

- (a) A clear statement of the actual decision of an Assessment 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 Assessment Board if the appeal was to be upheld.
- (e) A demonstration that conciliation has been attempted with either the Associate Dean or appropriate Programme Leader.

8.6 An appeal may be dismissed in the following circumstances:

- (a) When the appeal is submitted late, without explanation which is satisfactory to Academic Standards and Quality Office, Associate Dean or Programme Leader.
- (b) When either the Academic Standards and Quality Office, Associate Dean or appropriate Programme Leader can demonstrate that the appeal does not fall into any one or more of the categories detailed above.

8.7 A decision will be made within five working days and communicated to the student in writing.

## **9. Stage 3: 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 a solicitor or other person external to GBS.

9.1.2 Academic Appeals Panel Constitution:

- The Academic Appeals Panel shall comprise of a Chair, Dean.
- Two members of staff of GBS who do not teach, assess, or are otherwise involved with the appellant.
- A member of the Academic Standards and Quality Office, as the Secretary to the Panel.

9.1.3 The Chair of the relevant Assessment 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 Assessment 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 Academic Standards and Quality Office, Associate Dean and/or Programme Leader in the Academic Appeals Form unless the Academic Appeals Panel decides otherwise. In the latter event, either the appellant or the Assessment Board shall be entitled to demand an adjournment of no more than one week to prepare evidence.

9.1.7 The student making the appeal and the Assessment 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 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 Outcome of an Appeal Hearing

9.3.1 The Academic Appeals Panel shall be empowered:

- a) To refer the matter back to the relevant Assessment Board or.
- b) To dismiss the appeal.

- 9.4 In making a referral back to the relevant Assessment Board, the Academic Appeals Panel shall state the grounds on which it has reached its decision and what matters it requires the Assessment Board to consider further. The Academic Appeals Panel may make recommendations provided these are not academic judgements and if reasons for the recommendations are given.
- 9.5 The Assessment Board may set up a sub-board from their own membership to review the strength and possible effect of the Academic Appeals Panel's recommendations. The full membership of the Assessment Board shall then meet as promptly as possible to consider the referral back in the light of the sub-board's findings and shall submit a report to the Chair of the Academic Appeals Panel.
- 9.6 Should the Academic Appeals Panel have made recommendations which the Assessment Board is unable to accept, the Academic Appeals Panel may recommend to GBS' Academic Board that the assessment(s) be annulled.
- 9.7 A decision to annul an assessment can only be taken by a meeting of the Academic Board.
- 9.8 When a decision of an Assessment Board has been annulled, it is the responsibility of Academic Board to take action, including, to identify another assessor, to ensure that the student(s) concerned are properly assessed.
- 9.9 Where the appeal is dismissed or where Academic Board has declined to annul the assessment(s), the most recent decision prior to the appeal being lodged of the Assessment Board shall prevail.
- 9.10 In cases of procedural or other irregularity, or where it is not possible to reconvene an Assessment Board, Academic Board shall have the power to annul a decision of the Assessment Board without making prior request for reconsideration. If an error or irregularity is found to have affected more than one student, Academic Board may annul the whole assessment or any part of it.

## **10. Authority of Academic Appeals Panel**

- 10.1 There shall be no appeal against the findings of an Academic Appeals Panel. Allegations of procedural irregularity in the conduct of an appeal may be heard by the Dean or nominee, who may, at his/her discretion, require the Academic Appeals Panel to reconsider the case.

## **11. Stage 4: Independent Review (External)**

- 11.1 Where an appeal is dismissed at any of the stages outlined above, the appellant will be considered to have exhausted GBS' internal procedures for Academic Appeals.

- 11.2 Where the appellant has exhausted GBS' internal procedures and is not satisfied with the outcome, he/she may request the case be reviewed by the [Office of the Independent Adjudicator for Higher Education \(OIAHE\)](#). GBS subscribes to the independent scheme for the review of student appeals.
- 11.3 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/>.
- 11.4 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 3 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.
- 11.5 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.
- 11.6 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.

## **12. Reporting to Academic Board**

- 12.1 The Dean 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 Office of the Independent Adjudicator for Higher Education made during the previous year. A Student Casework Report on this information will be presented at the appropriate meeting of Academic Board

12.2 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.

### **13. Monitoring and Review**

13.1 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](mailto:asqo@globalbanking.ac.uk).

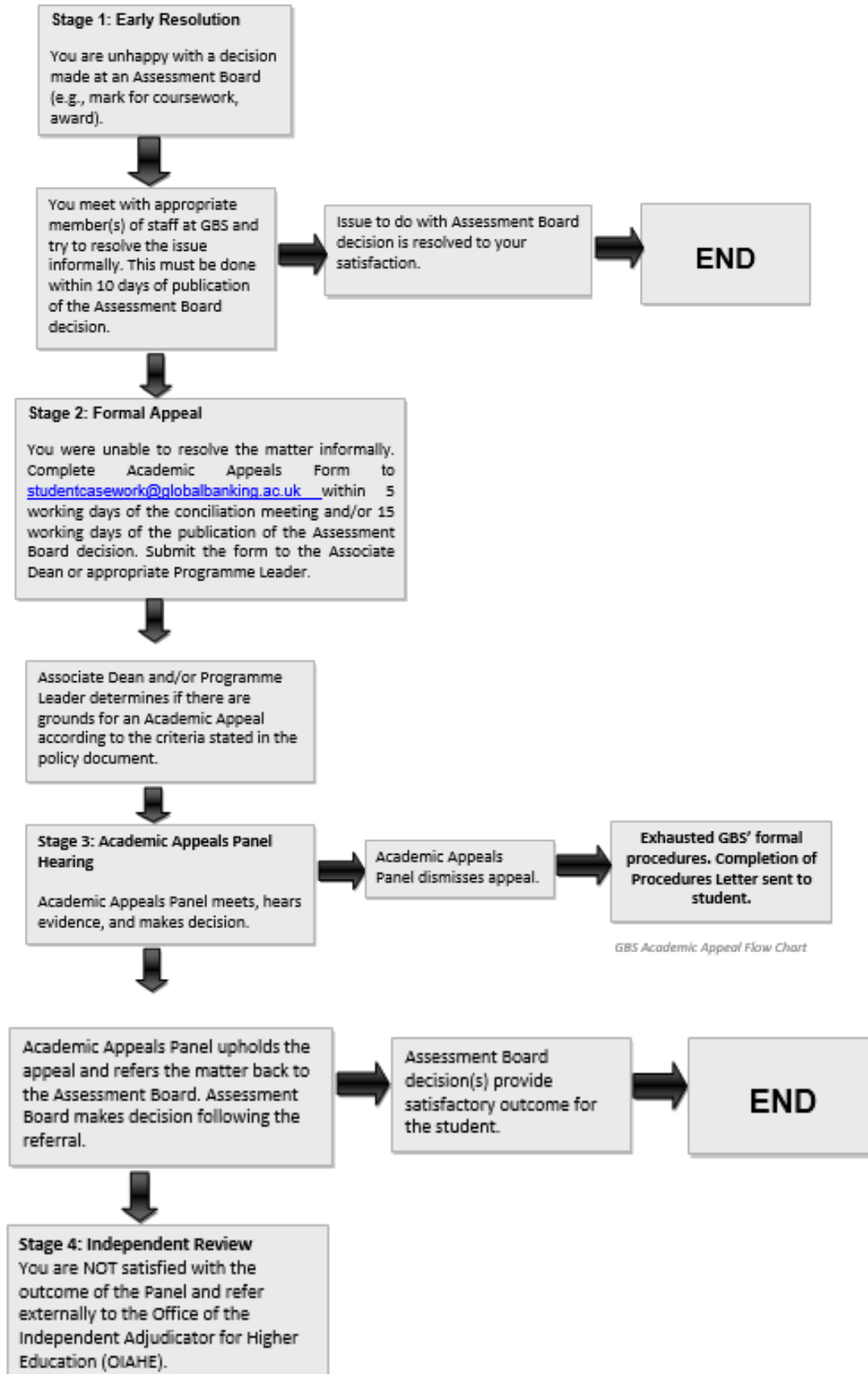
### **14. Data Protection and Confidentiality**

14.1 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).

14.2 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](mailto:dpa@globalbanking.ac.uk).

14.3 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.

## Annex 1 GBS Academic Appeal Flow Chart



## Annex 2 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](mailto: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](mailto:studentcasework@globalbanking.ac.uk) for review.

YOUR DETAILS:			
<b>Student Name:</b>		<b>Student ID:</b>	
<b>Programme of study:</b>		<b>Campus:</b>	
<b>Tel:</b>		<b>Email:</b>	
<b>Contact Address:</b>			

<b>Date of Assessment Board at which your results were considered:</b>	
--	--

GROUNDS FOR APPEAL
<p><i>An appeal should be lodged no longer than fifteen working days after the publication of your results following the meeting of the Assessment 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></p> <p><i>Please indicate on which grounds you are appealing by ticking the appropriate box(es) given below:</i></p>

<input type="checkbox"/>	The assessment 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.
<input type="checkbox"/>	The judgement of an examiner or examiners was improperly affected by personal bias.
<input type="checkbox"/>	Misleading information was provided about the assessment(s) and/or examinations
<input type="checkbox"/>	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.

*Please provide further details with respect to each of the grounds of appeal indicated by the box(es) you have ticked above....*

--

**Attempt at informal resolution/conciliation.**

<b>Who did you discuss the issue with?</b>	
--	--

<b>Time and date of the discussion:</b>	
---	--

*Please provide details of the discussions you have had in an attempt to resolve your concern informally and through conciliation...*

**Revised Assessment**

*Please provide a statement about the nature of the revised assessment sought from the Assessment 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/Programme 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/ Programme 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 OFFICE USE ONLY**

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

**GBS Staff Signature** ..... **Date:** .....



### Annex 3 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]