



STUDENT COMPLAINTS REGULATIONS AND PROCEDURE 2023/2024

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PART A: REGULATIONS

SECTION A1: INTRODUCTION

- 1.1 The University of South Wales is committed to providing high quality education and support to its students. There are many routes through which students can raise any concerns or issues. The University welcomes feedback about its provision so that it can develop and enhance the services it provides.
- 1.2 When a complaint is received the University seeks to resolve it as quickly, fairly and equitably as possible, whether the complaint is about services provided by the University, treatment by any staff member, student or visitor, or any other issue.
- 1.3 The University's Regulations and Procedure for student complaints apply to:
- Students studying with the University of South Wales.
 - Students studying at the Royal Welsh College of Music and Drama, in respect of the review stage only.
 - Former students, for a period of three months after leaving the University (please also see section 3.6 in relation to timeliness of complaints).
 - Students studying university courses at the University's partner institutions where the complaints relate to academic matters. Where matters are the responsibility of the partner institution, for example facilities and student support services, the student will need to access the partner institution's complaints procedure but will have final recourse to the review stage of the University's Student Complaints Procedure
 - Students studying on work placements or engaged in work-based learning.
 - Students on an approved leave of absence.
 - Apprentices.
(NB Any reference to 'student(s)' or 'complainant(s)' should also be read as 'apprentice(s)'. Information on the receipt and outcome of student complaints for apprentices will be provided to the Dean of Faculty (or nominee), who will inform the apprentice's employer.)
- 1.4 The University's Regulations and Procedure for student complaints do not apply to:
- Those applying to study at the University of South Wales.
 - Anonymous complainants.
 - Third parties. The University expects that students with concerns should be responsible for making these concerns known themselves. A complaint from a third party will only be investigated in exceptional circumstances. The complainant must provide valid reasons for this request together with written authorisation that they are happy for the third party to act on their behalf.

SECTION A2: SCOPE

Complaints covered by these Regulations and Procedure

Academic matters

- 2.1 Academic matters mean specific concerns a student may have about the provision of academic courses and related services, including complaints about the conduct and management of academic appeals. Complaints about the provision and conduct of academic courses cannot be used retrospectively as grounds for an appeal against the decision of an assessment board.

Students' experience

- 2.2 Students may complain about any aspect of their experience at the University, including their learning and relationships with the administration or support services.¹

Discrimination

- 2.3 Students may complain about discrimination by the University, in contravention of the University's Strategic Equality Plan. Please see also the Dignity at Study Policy.

Malpractice or impropriety

- 2.4 Students may complain about concerns relating to malpractice or impropriety in the conduct or management of the University, the disclosure of which is deemed to be in the public interest.

Exceptional Case Process

- 2.5 The University has a legal duty under the Equality Act to provide reasonable adjustments for disabled students. If a student requests an adjustment from the University and the University determines the adjustment is not reasonable, the student can complain using these Regulations. Please see also the Exceptional Case Process: <http://dds.southwales.ac.uk/DEQ/and/polices/>.

Complaints not covered by these Regulations and Procedure

Academic appeals

- 2.6 Representations by students against decisions made by assessment boards are handled under the Academic Appeals Regulations and Procedure. Students wishing to submit an appeal may seek advice from the Students' Union, Student Services and should address their submission to the Student Casework Unit.

Violence, harassment, hate crime

- 2.7 Students believing they are being harassed in any way should first seek the advice of a Dignity at Study Adviser. The Students' Union, Student Services or Chaplaincy can also help.

¹ For students studying University courses at the University's collaborative partner institutions, matters which are the responsibility of the partner institution, e.g. crèche facilities and student support services, should be dealt with under the partner institution's own complaints procedure. Students will, however, have final recourse to the review stage of the University's Student Complaints Procedure.

Serious allegations should be raised with the Student Casework Unit in the first instance.

Allegations of misconduct

- 2.8 Allegations of misconduct against a student are governed by the Student Conduct Procedure or the Fitness to Practise Procedure. Allegations of misconduct against a member of staff are governed by the Disciplinary Procedure for staff. Students wishing to raise such allegations must bring them to the attention of the Student Casework Unit..

Complaints about the Students' Union

- 2.9 Students who are dissatisfied in their dealings with the Students' Union will have the opportunity to raise their complaint with the Students' Union in the first instance through procedures contained within the Students' Union's Standing Orders. The Procedure will be made known annually to all students through publications and/or notices. Complaints will be dealt with promptly and fairly and where a complaint is upheld there will be an effective remedy.
- 2.10 Those who fail to obtain a satisfactory outcome through the Students' Union, or who claim to be disadvantaged as a result of exercising their right not to be a member of the Students' Union, will be entitled to appeal to the Board of Governors of the University, who will appoint an independent person to investigate the complaint. The Board of Governors will receive a report from that independent person and determine what remedy, if any, is appropriate. The procedure may include recourse to the Office of the Independent Adjudicator, being an independent party, should the University not be able to provide a response to the complainant's satisfaction.

Complaints relating to academic judgement

- 2.11 The University will not consider complaints that relate solely to academic judgement.

Complaints that have already been considered

- 2.12 The University will not reconsider a complaint by a student where that complaint has already been considered through the Student Complaints Procedure.

SECTION A3: GENERAL PRINCIPLES

Submission of complaints

- 3.1 All complaints must be submitted in line with this Procedure. If a complaint is made directly to the Vice-Chancellor, or any other senior member of staff of the University, the complaint will be passed to the Student Casework Unit, who will ensure that it is processed appropriately.

Submission in good faith

- 3.2 The University presumes all complaints are submitted in good faith and will not disadvantage any student for bringing forward a complaint.

Submission of evidence

- 3.3 Complaints must normally be supported by corroborating evidence upon submission. Evidence must be provided in English or Welsh. Complaints which do not provide such evidence will not normally be considered, unless the complainant can provide a good reason for the lack of evidence. Examples of evidence include reports by professionals, written correspondence, financial information, witness statements or details of witnesses that can be contacted.
- 3.4 If a complainant submits any evidence that turns out to be false, they will be dealt with under the Student Conduct Procedure or Fitness to Practise Procedure.
- 3.5 The University recognises that with advances in modern technology, it is easier to make covert recordings, ie, recordings of meetings or conversations made without the consent of the participants. Where recordings are made of telephone calls, this activity is likely to be in breach of the Regulation of Investigatory Powers Act 2000/Investigatory Powers Act 2016 (as appropriate) In the case of recordings of face-to-face meetings, the material gained is likely to be held in breach of the participant's Article 8 right (to a private and family life) under the Human Rights Act and the UK's data protection laws.

In addition, a recording should only be used for the purpose for which it was made and should not be made available to a third party without the consent of the individual it refers to, unless there is lawful reason to do so.

For these reasons, the University will only permit the use of such recordings as evidence in student complaint cases, in exceptional circumstances.

The facts that will be considered are:

- The extent to which the evidence is relevant to the issues in the case, including considering the nature of the evidence and if other, more cogent evidence is available.
- The extent to which the evidence has been obtained unlawfully or its use otherwise interferes with privacy rights.
- The extent to which the evidence can be relied upon from a technical perspective given that it is possible to manipulate recorded material. The availability of an independently created transcript of any recording may be helpful to satisfy this requirement.

Timeliness of submission

- 3.6 All complaints must be submitted no more than three months after the issue leading to the complaint. In exceptional circumstances the Head of Student Casework (or nominee) may consider extending this deadline where there is good reason supported by evidence.

Complainants' engagement with the process

- 3.7 It is expected that complainants will engage with the process in a timely manner. If the complainant fails to respond to a request for further information or a meeting within timescales specified by the member of staff dealing with the case, without good reason (for example an incapacitating illness, in which case a doctor's note

should be provided), the Head of Student Casework (or nominee) will suspend or close the case.

Impartiality in investigation

- 3.8 The Investigating Officer will normally be one of the University's Professional Investigating Officers. Neither the Investigating Officer or Complaint Review Officer will have any material interest in the complaint. There may be certain circumstances where the faculty or Student Casework Unit consider that an Investigating Officer external to the University is required, for example where specialist knowledge is required. In such cases, an appropriate individual will be agreed between the relevant parties.

Anonymity

- 3.9 Complaints made anonymously will not normally be accepted by the University, unless there are exceptional reasons why the matter should be investigated. In such cases, the way in which the complaint is investigated and responded to may change. In addition, the University will not normally take into account witness statements, where the witness requires that they remain anonymous.

Confidentiality

- 3.10 The University will process all personal information in accordance with its Privacy Notice and as articulated in the Communication Plan for student complaints.
- 3.11 Confidentiality will be respected in conducting all aspects of the Student Complaints Regulations and Procedure. However, any member of staff about whom a complaint is made will have the right to be informed of the complaint and its nature and have access to any relevant evidence.
- 3.12 The University will not disclose any information to third parties regarding investigations and outcomes from student complaint cases unless legal exceptions under the UK's data protection laws apply.

Complaints against members of staff

- 3.13 For complaints of serious misconduct, a case conference will take place to decide whether the case will be considered through the Student Complaints Procedure or through the appropriate HR procedure for staff, or appropriate alternative process. Normally, if the complaint is about the alleged misconduct of a member of staff, this will be considered under the HR procedure, whereas service complaints directed at an individual member of staff will be handled under the Student Complaints Procedure.
- 3.14 Where a case is particularly complex, it may be considered jointly by HR/SCU.
- 3.15 If a complainant is unhappy with the outcome of the consideration of their case under the Student Complaints Regulations and Procedure, they are able to request a review of the outcome under the grounds detailed within section B4 4.2. The complainant will be informed in writing of the process of submitting the request for review, dependent on the process followed.

- 3.16 If a complainant is unhappy with the outcome of the consideration of their case under a Human Resource procedure, they are able to submit a complaint under the Student Complaints Regulations and Procedure about the process followed.
- 3.17 Once the internal procedure/process have concluded, the complainant will be issued with a Completion of Procedures Letter, which will enable them to apply to the Office of the Independent Adjudicator for Higher Education (OIA) for a review of their complaint, provided that the complaint they take to the OIA is eligible under its Rules.

Complaints against senior members of staff

3.18

Subject of complaint	Who will handle the complaint
Dean of Faculty	Deputy Vice-Chancellor
Director of Department ²	Deputy Vice-Chancellor
Deputy Vice-Chancellor	Vice-Chancellor
Vice-Chancellor	Chair of the Board of Governors

Group complaints

- 3.19 Where a complaint is submitted by a group of students one of the group should be nominated as the main contact and to act as a spokesperson. Each member of the group must confirm in writing that they wish the nominated individual to act in this capacity and that the complaint reflects their concerns. The nominated spokesperson will receive updates on the complaint on behalf of the group. All members of the group will receive a copy of the outcome letter.

Complaints by students on placement

- 3.20 Whether a complaint will be dealt with by the University or the placement provider will depend on the circumstances of the complaint. If the complaint is more appropriately dealt with through the placement provider's own complaints procedure, the complainant will be assisted by an appropriate member of staff in the faculty in taking this forward.

Deadlines

- 3.21 Deadlines under the Procedure may be extended at the complainant's request, where there is good reason to do so. For example, if a complainant has ill health or a family bereavement that has prevented them from submitting a form within the specified timescale. If a complainant wishes to request an extension, they must do so in writing to the Student Casework Unit and provide relevant evidence, such as a doctor's note, to support their request.
- 3.22 The University may extend the deadline for investigation where the complexity of the case, or other unforeseen circumstances, necessitate further time to complete the investigation. The complainant will be kept informed of progress and the reason for any delay.

² This means a member of senior staff from a professional services department; for example Director of Service, Academic Registrar, University Secretary etc

Unreasonable behaviour

- 3.23 Complaints which, following initial consideration, the University considers to be vexatious or complaints that are being pursued in an unreasonably persistent manner, will not be considered and could result in action being taken under the Student Conduct Procedure or Fitness to Practise Procedure. In this context 'unreasonably persistent' means, for example, that the complaint is being made in a way that is obsessive, prolific or repetitious, and is having a seriously negative effect on the University's colleagues or work, or that might be considered to be harassment. It may be one that is being pursued in a way that hinders the ability of the University to carry out its Complaints Procedure. A 'vexatious complaint' is one that the University considers is designed to cause disruption or annoyance or makes demands for redress that lack serious purpose or value.
- 3.24 Where the Head of Student Casework (or nominee) considers that a complaint is being pursued in an unreasonably persistent or vexatious manner the complainant will be written to and informed that the University will not consider the complaint any further. Reasons for this decision will be given and a University Completion of Procedures Letter will be issued.
- 3.25 Where a student behaves unreasonably in their interactions with staff of the University, they will be issued with the [Unacceptable Behaviour Guidance](#) and action may be taken as outlined in this document.

Referral to other procedures

- 3.26 In certain cases, for example, where there is a threat of serious harm, or where there are signs of significant distress, the University may decide to put this Procedure on hold pending further advice or may refer the complainant to the Support to Study Procedure. In such cases, the nature and length of the considerations may require adjustment from the usual form or may be suspended pending the outcome of investigations under the Support to Study Procedure.
- 3.27 The Head of Student Casework (or nominee) may refer a complaint, or elements of a complaint, to be dealt with under other University regulations or procedures if it is considered appropriate.

Burden and standard of proof

- 3.28 The burden of proof determines whose responsibility it is to prove an issue. For student complaints, the burden of proof rests with the complainant. The standard of proof is on the balance of probabilities, that is it is more likely than not that the issues raised occurred.

Admissibility of complaints

- 3.29 Issues that have previously been considered under the University's Student Complaints Regulations and Procedure cannot be resubmitted as a new complaint at a later date.
- 3.30 Issues that have previously been considered under the Academic Appeals Regulations and Procedure cannot subsequently be used as a ground for complaint.

SECTION A4: STAGES IN THE HANDLING OF STUDENT COMPLAINTS AND ASSOCIATED TIMESCALES

The University has three stages to its Complaints Procedure:

Early Resolution

- 4.1 Any concerns that a student may have must be raised no more than three months after the issue leading to the complaint (see section B2 of the Procedure).

Formal Investigation

- 4.2 A formal complaint will be investigated by one of the University's team of Investigating Officers, a senior member of staff with no prior involvement with the case. The investigation will normally be completed within 40 working days, with the final report provided to you within an additional 10 working days (see section B3 of the Procedure).

Review

- 4.3 Complainants are able to request a review of the outcome of a complaint, provided they meet the grounds set out in section B4 4.2 of the Procedure. The review stage will normally be completed within 15 working days (see section B4 of the Procedure).

PART B: PROCEDURE

SECTION B1: ADVICE AND SUPPORT

Advice and support for students

- 1.1 The University is committed to safeguarding the emotional, mental and physical well-being of all parties involved during the operation of its Student Complaints Procedure. Confidential advice and support are available from:

The Students' Union - <https://www.uswsu.com/academic>
The University's Wellbeing Services - <http://thewellbeingservice.southwales.ac.uk/>
The Chaplaincy - <http://chaplaincy.southwales.ac.uk/>
- 1.2 The Student Casework Unit provides authoritative, formal guidance on the applicability and operation of the Student Complaints Regulations and Procedure.
- 1.3 You are allowed to have a support person with you at any discussions, meetings or hearings, for example a representative from the Students' Union or a friend. The role of the support person is to provide support to you during the meeting. Their role is normally not to represent you, or to advocate on your behalf or to speak for you, unless this has been agreed as a reasonable adjustment due to a disability. You cannot send any other person to the meeting on your behalf. At least 48 hours before the meeting, you must advise the University of the name and status of the person accompanying you. It is strongly recommended that you seek support from the Students' Union or Chaplaincy, as they are independent and familiar with the regulations and procedures of the University.
- 1.4 The Head of Student Casework (or nominee) reserves the right to refuse the attendance of a support person if it is determined that there is a conflict of interest relating to the nominated person, in which case, you will be given the opportunity to nominate a different support person.
- 1.5 This Procedure is not a legal process; however, you are able to seek preliminary advice, without prejudice, on the scope and nature of evidence you intend to submit in support of a case that is particularly complex.
- 1.6 The Head of Student Casework (or nominee), in conjunction with the Investigating Officer/Complaint Review Officer, reserves the right to accept or refuse a request for a legally qualified support person to attend any meetings, depending on whether a good reason is provided and the complexity and seriousness of the case. Any such requests must be sent to the Student Casework Unit. Should such a request be approved, the University reserves the right to also have a legally qualified person in attendance. Legally qualified support persons will be clearly informed of the nature of the proceedings, ie, that they are not a legal process and will not be conducted as such.
- 1.7 Where it is identified that swift consideration of your complaint is required, for example when progress or delays will affect your health, the University will ensure this is highlighted to the Investigating Officer (see also the document [Support for Students with Disabilities](#)).

Advice and support for staff

- 1.8 It is recognised that being involved with, or the subject of, a complaint can cause pressure for staff. The University runs a Staff Support Scheme, details of which can be found on the Human Resources (HR) website. In addition, the Chaplaincy has considerable experience of dealing with sensitive matters and is available to offer formal and informal confidential advice and support.

SECTION B2: STAGE 1 - EARLY RESOLUTION

- 2.1 If you have a concern about an aspect of your experience at the University (see section A2 of the Student Complaints Regulations), you must try to resolve it at an early stage, unless you can provide a compelling reason why this would not be appropriate given the circumstances of your case (see also B3 3.1). You should only submit a formal complaint when this fails and you will be required to provide evidence of an attempt to resolve your concern at the early resolution stage when accessing the formal stage.
- 2.2 You should raise your concerns directly with the person responsible. If you are not happy with the response/outcome, you should then raise your concern with the Advice Zone. You may subsequently be referred to another, more appropriate, member of staff depending on the nature of the concern raised.
- 2.3 It is anticipated that it will be possible to resolve many concerns at this stage before it becomes necessary to take a complaint to the formal stage. If your concern has not been resolved to your satisfaction, you have the right to proceed to the formal stage.

SECTION B3: STAGE 2 - FORMAL STAGE

- 3.1 You should have attempted to resolve your concerns informally; however, it is recognised that there may be certain complaints that are unable to be dealt with informally and, consequently, should be progressed directly to a formal investigation. The Student Casework Unit should be contacted for advice and guidance on such cases. The Head of Student Casework (or nominee) is responsible for making the final decision on any requests for direct access to the formal investigation stage.
- 3.2 To make a formal complaint you should complete the Complaint Form (found on the University website at <https://registry.southwales.ac.uk/student-regulations/student-complaints/>) and submit it to the Student Casework Unit, together with appropriate supporting evidence.
- 3.3 Your complaint will be reviewed to ensure it is timely and includes appropriate evidence. It will then be passed to one of the University's Investigating Officers; where this is a member of academic staff, they will have had no prior involvement with your case and will normally be independent of the subject area. However, it is recognised that occasionally a degree of subject expertise may be necessary in conducting investigations. Where it is considered that this is the case, the Head of Student Casework (or nominee) will make the final decision on the appointment of the Investigating Officer.
- 3.4 The Investigating Officer will aim to obtain relevant evidence and information by whichever method is most proportionate, which will vary on a case-by-case basis. The Investigating Officer may meet with you to discuss your complaint. You have the right to be supported by a support person at any meeting (see sections B1 1.3 and B1 1.4).

- 3.5 You will be required to agree a Checklist of Issues, which will form the basis of the investigation, by a set deadline (which will be presumed to have been agreed if no response is received by that deadline). Any proposed amendments or additions to the Checklist after the set deadline will be considered at the discretion of the Investigating Officer and/or the Head of Student Casework (or nominee).
- 3.6 In the interest of fairness, those who are either themselves the subject of the complaint, or responsible for the provision or service complained about, will be invited to comment on the complaint at the earliest opportunity. The Investigating Officer will also meet or correspond with any relevant members of staff and witnesses to discuss the detail of the complaint from their perspective. Any member of staff who is the subject of a complaint has the right to be supported by a colleague or a trade union representative throughout the process.
- 3.7 The Investigating Officer will, during the investigation, consider whether the complaint can be resolved without the need to complete the formal stage, with your agreement.
- 3.8 Following completion of the investigation, the Investigating Officer will prepare a report and present it to the Dean of Faculty/Head of Department³ (or nominee) (and employer representative in the case of individuals registered as an apprentice). The Dean of Faculty/Head of Department (and employer representative in the case of individuals registered as an apprentice) will provide a response before the final report is submitted to the Student Casework Unit.
- 3.9 Where the outcome includes an offer of financial reimbursement/compensation the Investigating Officer will ensure that the faculty/department is aware of this. The Student Casework Unit will obtain approval from Executive. This is done prior to notifying you of the outcome of your complaint.
- 3.10 The Investigating Officer will seek to investigate your complaint within 40 working days. The Dean of Faculty /Head of Department (or nominee) (and employer representative if applicable) will have five working days to provide their response. The Student Casework Unit will provide a final response to you within five working days of receipt of the Investigating Officer's report. Where the complexities of the case and the need to contact a range of individuals in the course of the investigation make this difficult, you will be kept informed of progress and the reason for any delays.
- 3.11 You will be asked to confirm in writing within one month whether or not you accept the outcome.

SECTION B4: STAGE 3 - REQUEST FOR REVIEW

- 4.1 You may be eligible to request a review if, upon receipt of the outcome from the formal investigation, you believe that you have reasonable grounds to consider that your complaint has not been adequately addressed. You are only able to request a review once the formal investigation has been completed.
- 4.2 The only grounds under which a complaint may be considered at the review stage are:
 - a) You have evidence that the appropriate formal procedure was not followed and that this materially affected the outcome of the investigation.

³ This means a member of senior staff from a professional services department; for example Director of Service, Academic Registrar, University Secretary etc

- b) You can evidence that there were specific issues of the complaint which you raised at the formal stage which were not considered.
- c) You have new material evidence that you were unable, for valid reasons, to provide earlier in the process. *(NB Sensitive personal, family or cultural reasons will not be accepted as good reason.)*
- d) You have evidence that the outcome was not reasonable in the circumstances.

You are not able to introduce new issues at stage 3.

- 4.3 To invoke a review you must submit a 'Request for Review Form' (found on the University website at: <https://registry.southwales.ac.uk/student-regulations/student-complaints/>) to the Student Casework Unit. The form must be submitted within one month of receipt of the response to the formal investigation. You must provide relevant evidence when submitting the request for review.
- 4.4 Prior to referring the case to a Complaint Review Officer, the Academic Registrar (or nominee) will consider the Request for Review Form in order to determine whether you have grounds under which the complaint can be considered at this stage. One of the following actions may be taken:
 - a) conclude that the complaint meets the criteria for further consideration set out in B4 4.2 above, or
 - b) dismiss the case.

You will be informed in writing of the decision of the Academic Registrar (or nominee) within five working days.

- 4.5 If a complaint is deemed not eligible for review, you will be issued with a Completion of Procedures Letter.
- 4.6 If a complaint is deemed eligible for review, your case will be allocated by the Student Casework Unit to a Complaint Review Officer. The Complaint Review Officer will have had no prior involvement with the case and will be independent of the faculty/department/college.
- 4.7 The Complaint Review Officer will review the case and provide an outcome to the Student Casework Unit within 10 working days. Where the complexities of the case and the need to contact a range of individuals in the course of the investigation make this difficult, you will be kept informed of progress and the reason for any delays. The Complaint Review Officer may:
 - a) overturn the outcome of the formal investigation and propose an alternative outcome;
 - b) refer the complaint for re-investigation by an Investigating Officer (this could be the Investigating Officer of the original complaint, or a new Investigating Officer); in this case the procedures under section B3, including timescales, will apply;
 - c) uphold the findings of the original investigation.

- 4.8 The Student Casework Unit will liaise with the faculty /department/college with regard to the outcome and provide you with a response within five working days of receipt of the Complaint Review Officer's report.
- 4.9 If a complaint is not upheld at the review stage the Student Casework Unit will automatically issue you with a University Completion of Procedures Letter.
- 4.10 If a complaint is upheld or partly upheld at the review stage you are able to request a Completion of Procedures Letter if you remain dissatisfied. The request must be made within one month of notification of the decision of the Complaint Review Officer.
- 4.11 In considering the case, the Complaint Review Officer may wish to re-interview you or members of staff/witnesses but this is not a requirement.

SECTION B5: MONITORING

- 5.1 The Student Casework Unit will monitor the actions taken in relation to recommendations arising from investigations into student complaints. A report will be submitted to the annual meeting of the Student Casework Group.
- 5.2 The Student Casework Group may make recommendations for consideration by the Learning, Teaching and Enhancement Committee, Quality Assurance Committee and Academic Board, as appropriate, on any matters arising from the consideration of complaints that require amendments to regulations.

SECTION B6: OFFICE OF THE INDEPENDENT ADJUDICATOR FOR HIGHER EDUCATION (OIA)

- 6.1 If you are unhappy with the outcome of this Procedure you may, following issue of a University Completion of Procedures Letter, lodge a complaint with the OIA.
- 6.2 Details of the OIA and the relevant information in relation to the Scheme can be accessed at www.oiahe.org.uk. Further information and advice can be obtained from the Student Casework Unit.

SECTION B7: FINANCIAL OMBUDSMAN SERVICE

- 7.1 Following a complaint about debt advice or debt counselling provided by the University, you will be informed of your right to request a review of your case by the Financial Ombudsman Service (<http://www.financial-ombudsman.org.uk/>) should you remain dissatisfied with the outcome of the internal procedures.

SECTION B8: JOINT COMPLAINTS (EMPLOYER/APPRENTICE)

- 8.1 If you are an apprentice and are seeking to raise a joint complaint with your employer against the University, the University will consider the facts of the complaint and determine, at its sole discretion, the appropriate procedure to be adopted in respect of the complaint. The complaint will either follow the process set out in this Procedure or will follow the process set out in the Apprenticeship Employer Complaints Policy.

SECTION B9: HIGHER EDUCATION FUNDING COUNCIL FOR WALES (HEFCW)

- 9.1 HEFCW is the regulatory body for higher education provision in Wales. In certain circumstances, you are able to make a complaint to HEFCW. Further information can be found on the following web page:
https://www.hefcw.ac.uk/working_with_he_providers/institutional_assurance/allegations_concerning_institutions.aspx