

## The Office of the Independent Adjudicator

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. The University of Bolton is a member of this scheme. If you are unhappy with the outcome you may be able to ask the OIA to review your complaint/appeal/disciplinary case/fitness to practice case/fitness to study case.

You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right here:  
<https://www.oiahe.org.uk/students>.

You normally need to have completed the relevant procedure before you complain to the OIA. We will send you a letter called a "Completion of Procedures Letter" when you have reached the end of our processes and there are no further steps you can take internally. If your complaint/appeal is not upheld, we will issue you with a Completion of Procedures Letter automatically. If your complaint/appeal is upheld or partly upheld you can ask for a Completion of Procedures Letter if you want one. You can find more information about Completion of Procedures Letters and when you should expect to receive one here:  
<https://www.oiahe.org.uk/providers/completion-of-procedures-letters>.