

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 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

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>.