

Complaint Handling in HE: The Next Steps

Event to be held in Central London | Wednesday, 20th September 2017

11.00 Chair's Introduction

11.05 Next Steps for Complaint Handling in HE

- The nature of recent complaints
 - Revised OIA guidance
 - The *Unsatisfactory Quality Scheme* one year on
 - Complying with consumer protection regulations
 - Addressing individual concerns
 - Addressing collective concerns
 - Understanding complaints from the student perspective & the role of SUs
 - Next steps for improving complaint handling
- ⇒ **Joanne O'Rourke**, Adjudication Manager, Office of the Independent Adjudicator
- ⇒ **Lucy Ryder**, Senior HE Policy Adviser, Regulation & Assurance, HEFCE
- ⇒ **Rozina Hashmi**, Quality Assurance Manager, Quality Assurance Agency

13.00 Networking Lunch

13.45 Good Practice in Handling Complaints & Academic Appeals

- Resolving issues before they escalate to formal complaints
 - Having robust procedures in place
 - Handling student complaints & appeals in a fair & timely manner
 - Handling complaints by staff
 - Providing redress where a complaint is upheld
- ⇒ **Jean Grier**, Investigations Manager, University of Edinburgh
- ⇒ **Iain Rowan**, Deputy Academic Registrar, University of Sunderland

15.30 Event Close

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