

Case summaries and public interest cases

We publish summaries of some of the complaints that we review. We always leave out of the summary any information that might identify the student who made the complaint. We publish two types of case summary:

- 1. Case summaries that do not identify the higher education provider.** These summaries are usually published in groups under a theme. We choose cases that illustrate our approach to complaints. We include summaries of complaints that we have decided we can't look at and complaints that have settled, as well as complaints that we have decided are Justified, Partly Justified or Not Justified.
- 2. Case summaries that identify the higher education provider.** In some cases we decide that it is in the public interest to publish a summary of a complaint that includes the name of the higher education provider. We are allowed to do this under our Rules (Rule 21.2). The guidance below sets out the process we follow when selecting and publishing these public interest case summaries.

Guidance on publishing public interest case summaries

The Independent Adjudicator will decide whether it is in the public interest to publish a summary of a complaint that includes the name of the higher education provider involved. A case may be selected as a public interest case because:

- The complaint is about a novel issue, or the approach the provider has taken is novel;
- The complaint is relevant to a topical public debate;
- The complaint is an example of good practice that has wider implications for other providers or students;
- The complaint is one of a number of complaints about different providers that together illustrate how providers handle an issue;
- The complaint indicates that there is a serious concern about how the provider is handling an issue, and this has wider implications for other providers or students;
- The complaint indicates that there may be a wider problem with a course or department at the provider, and this has wider implications for other providers or students; or
- There are other reasons that mean that it is in the public interest to publish it.

The Independent Adjudicator will decide the format and content of the summary.

We will normally publish public interest case summaries twice a year. Usually the summaries will be published in groups, sometimes by theme.

Each summary will include a heading showing the main theme of the complaint and the name of the provider which the complaint is about. The summary will not include any information that might identify the student making the complaint, or individuals named in the complaint.

We will tell the provider that we intend to publish a summary of a particular case in the public interest, and we will send the draft summary to our Point of Contact at the provider. The provider will have 14 days to respond with any comments about the contents or accuracy of the summary. The provider should tell us if it thinks there are good reasons why the case summary should not be published, for example because there are ongoing legal proceedings between the student and the provider.

The summaries will be published on the [case summaries](#) page of our website.

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