



office of the
independent
adjudicator

Video Transcription

Welcome to the OIA

Link: <https://vimeo.com/571163857>

Duration: 0:01:39

Speakers: Felicity Mitchell, Independent Adjudicator – OIA (Felicity)

START VIDEO

Felicity: Hello. My name is Felicity Mitchell, and I am the Independent Adjudicator for Higher Education. Welcome to the OIA.

We are the independent student complaints scheme for England and Wales.

We want all students to be treated fairly.

We are here to help higher education providers to treat their students fairly, and to try to sort things out for those students who haven't been.

Our work has three main parts.

We review students' complaints about their higher education providers. Where we find that the provider has done something wrong, we make Recommendations to put things right.

We share learning from complaints to help improve policies and practices in higher education providers.

And we work with others and contribute to the development of policy, in the higher education sector and the ombuds sector.

I jointly lead the OIA with Ben Elger, our Chief Executive and we have a great team who share our values.

We are committed to treating everyone who comes to us fairly and with respect, and to deciding cases impartially.

You maybe a student who has a complaint, a student representative or student union officer.

You may be a member of staff at a higher education provider, or you maybe someone who is interested in our work, in higher education complaints, or in ombuds schemes.

Whoever you are, we hope we can help you.

END VIDEO