

Complaint Handling in HE: The Next Steps

One Drummond Gate, Victoria, London | Wednesday, 20th September 2017

11.00 Chair's Introduction

⇒ *Huw Morris, Director of Academic Partnerships, Swansea University*

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 & collective concerns
 - Mistakes HEIs commonly make in handling complaints/appeals
 - Next steps for improving complaint handling
- ⇒ *Joanne O'Rourke, Adjudication Manager, Office of the Independent Adjudicator*
- ⇒ *Rozina Hashmi, Quality Assurance Manager, Quality Assurance Agency*
- ⇒ *Julian Sladdin, Partner, Pinsent Masons LLP*
- ⇒ *Lucy Ryder, Senior HE Policy Adviser, Regulation & Assurance, HEFCE*

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, Acting Academic Registrar, University of Sunderland*

15.30 Event Close

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