

Appendix 7: Completion of procedures letter template

[Address]

STRICTLY PRIVATE AND CONFIDENTIAL

Dear [*Name of complainant*],

Completion of Procedures Letter

This letter confirms that the internal procedures of SOAS, University of London in relation to your complaint regarding [*please describe*] have been completed.

The issues that you raised in your complaint were [*details*]

The issue(s) that were considered in relation to your complaint was/were*: [*brief summary of the complaint etc.*].

The final decision of SOAS is [*detail*] because [*reasons*].

The procedures / regulations applied were: [details and date as supplied to the OIA's electronic Regulations Bank].

Under the Higher Education Act 2004 the School subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome you may be able to apply for a review of your *complaint/appeal** to the Office of the Independent Adjudicator for Higher Education (OIA) providing that the complaint you take to the OIA is eligible under its Rules.

Should you decide to make a complaint to the OIA, your OIA Complaint Form must be received by the OIA within 12 months of the date of this letter, that is, it must be received by the OIA on or before [*insert date - e.g. if the Completion of Procedures Letter is dated 7 January 2015, this date should be 7 January 2016*].

The OIA's leaflet, An Introduction to the OIA for Students can be downloaded from http://www.oiahe.org.uk/media/34396/oia_intro_leaflet.pdf [please check link] and a link to the OIA Complaint Form is available on page 8. Alternatively, you can telephone or write to the OIA for a form. You should send a copy of this letter to the OIA with your OIA Complaint Form.

Guidance on submitting a complaint to the OIA and the OIA Complaint Form can also be found on the OIA's website <http://www.oiahe.org.uk/making-a->

[complaint-to-the-oia.aspx](#). You may also wish to seek advice from the Students' Union about taking your complaint to the OIA.

Please note that the OIA will normally only review issues that have been dealt with through the School's internal procedures.

Yours sincerely,

[Authorised signatory]

**delete as appropriate*