

Completion of Procedures Letters (COPs) and the Office of the Independent Adjudicator (OIA)

What is a COP?

A Completion of Procedures letter is a letter provided by the University to indicate that the University's consideration of your complaint is at an end. This can be issued to you on a number of occasions or you can request one at any point, should you be unable to proceed to the next stage of the Student Complaints Procedure.

What is the OIA?

The Office of the Independent Adjudicator is an impartial, external body who can review your complaint, should you be dissatisfied with the outcome given by the University. They will determine whether the University's procedures had been appropriately followed and whether the outcome offered was reasonable. In order to request a review from the OIA, you will need to have been provided a COP letter by the University.

How do you get a COP letter?

There are a number of occasions where you may be issued a COP letter:

- If your complaint is ineligible under the University's procedures i.e. has been deemed 'out of time' as it was submitted more than 3 months after the events about which you are complaining, you will be issued a COP letter.
- If, following an outcome at Stage 2 of the procedure, you are unable to provide grounds for a Stage 3 review of your complaint; you may request a COP letter.
 - Information on acceptable grounds is detailed in Section 6 of the Student Complaints Procedure.
- If your complaint has been through a Stage 3 review, you will be issued a COP letter.

When and how can I go to the OIA?

You can go to the OIA once you have been issued a COP letter, indicating there are no further steps for you to take under the University's procedures. You must submit a Complaint Form to the OIA within **12 months of the date of your COP letter**, so if your COP is issued on 1 December 2017, your complaint must be received by the OIA before 1 December 2018.

To submit a complaint to the OIA, you must fill in a Complaint Form. This can be accessed online or downloaded from [here](#), and submitted online, sent by email or sent by post. You will be required to provide your COP letter alongside your complaint. More information about making a complaint to the OIA can be found on their [website](#).

When is a COP letter issued?

