

## Nelson College London

### Annual Statement for 2016

This is the Annual Statement for Nelson College London for the calendar year ended 31 December 2016. It documents the record of Nelson College London in handling complaints and appeals in that year.

Nelson College London joined the OIA Scheme in 2015. Data in this Annual Statement for 2015 should be considered in that context and data for 2014 is not provided.

In this Annual Statement, median data for the OIA Band for Nelson College London has not been calculated. This is because the number of complaints that the OIA has received against providers in that OIA Band is small and median data would not provide a statistically meaningful comparison.

### Student Numbers

Year	OIA Band <sup>i</sup>	Number of providers in OIA Band	Number of HE students <sup>i</sup>	Relevant data source	Relevant data period
2016	B	74	1267	Self-submitted	2014-2015
2015	B	76	1267	Self-submitted	2014-2015

**<sup>i</sup> OIA Band:** This refers to the OIA subscription bands. See the relevant definition for more information.

**<sup>i</sup> Number of HE students :** This means students on these courses where the provider was brought into OIA membership by the Consumer Rights Act 2015; broadly this means providers which are not universities.

### Completion of Procedures (COP) Letters issued

Guidance on COP Letters can be found on our website. The fact that a COP Letter has been issued does not necessarily mean that the student is dissatisfied with the outcome. The OIA's Guidance on COP Letters says that providers should issue a COP Letter when a complaint (or appeal) has been upheld, if the student asks for one. Therefore, when reviewing the data in the Annual Statements, it should be noted that it is difficult to compare 'like with like'.

Number of Completion of Procedures Letters issued	
Dated 2016	0
Dated 2015	N/A <sup>i</sup>

**<sup>i</sup> 2015 N/A:** Data not available because the provider joined the OIA Scheme during 2015.

## Annual complaints to the OIA

Complaints received by the OIA <sup>i</sup>		
Year	against Nelson College London	against all providers
2016	0	1517
2015	0	1850

Complaints closed by the OIA <sup>i</sup>		
Year	against Nelson College London	against all providers
2016	0	1668
2015	0	2327

**i Complaints received at the OIA:** Includes Not Eligible complaints.

**i Complaints closed by the OIA:** Some of the complaints might have been received in the previous year.

## Complaints received at the OIA with Completion of Procedures (COP) Letter dated 2015

The table below provides data on the number of complaints against Nelson College London received at the OIA to date with a COP Letter dated 2015. This data can be included in this Annual Statement because the 12-month period within which students may complain to the OIA has now expired for students issued with COP Letters in the latter part of 2015.

Complaints received at the OIA with a COP Letter dated	
2015	0
2014	N/A <sup>i</sup>

Relevant data for 2016 will be provided in the Annual Statement for the year ended 31 December 2017.

**i 2014 N/A:** Data not available because the provider joined the OIA Scheme during 2015.

**i Mean average proportion:** We use the mean average for the OIA Band as a comparator, which is consistent with the way that we have previously calculated the ratio of "Completion of Procedures Letters to OIA complaints" for the OIA as a whole.

## Complaints Closed in 2016 by Outcome

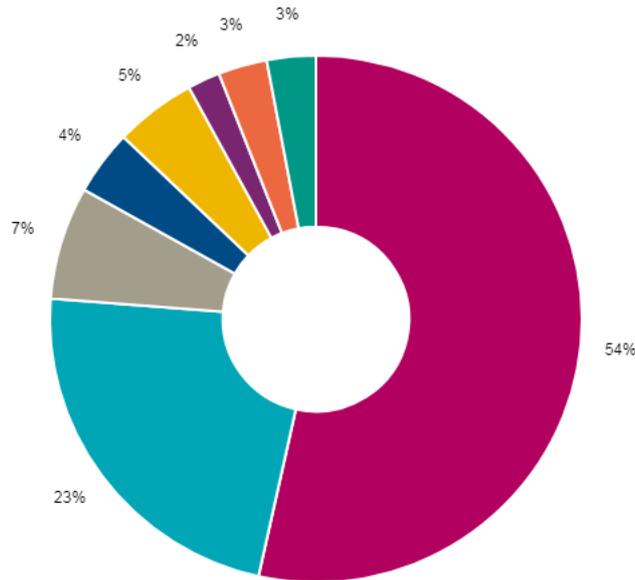
The OIA did not close any complaints against Nelson College London in 2016.

## Complaints Closed in 2016 by Complaint Category

The OIA did not close any complaints against Nelson College London in 2016.

Chart 1 breaks down the total number of complaints against all providers closed by the OIA in 2016 by category of complaint.

Chart 1: Complaints closed by complaint category (2016) - all complaints



### Complaint categories

(Click on a category below for further information)

- |  |   |
|--|---|
| <span style="color: #C00040;">■</span> Academic Status                 | <span style="color: #00A0A0;">■</span> Service Issues (Contract)                    |
| <span style="color: #FFC000;">■</span> Financial                       | <span style="color: #A0A0A0;">■</span> Academic misconduct, plagiarism and cheating |
| <span style="color: #004080;">■</span> Discrimination and Human Rights | <span style="color: #FF8000;">■</span> Disciplinary matters (not academic)          |
| <span style="color: #00A080;">■</span> Not Categorised                 | <span style="color: #800080;">■</span> Welfare and Accommodation                    |

## Engagement with the OIA in 2016

This section includes general information about all providers' engagement with the OIA during 2016. Where relevant, we include specific information about the individual provider as well.

### **Response times to OIA information requests**

A key time frame for the OIA's review of a complaint is the time it takes for the provider to respond to the OIA's initial request for information that we need to review a case. In 2016, the average number of days providers took to respond to our request for this information was 27 days. In 2016, 19 providers took an average of less than 20 days. This is hugely helpful to us. However, 37 providers took on average more than 30 days to respond.

### **Settlement of complaints made to the OIA**

In 2016, the OIA continued to consider whether complaints that it received were amenable to early resolution, without the need for a full review. 9% of all complaints closed by the OIA in 2016 were resolved by settlement.

### **Compliance with OIA recommendations**

Where the OIA considers a complaint to be Justified or Partly Justified our decisions will usually make recommendations to the provider. The OIA expects providers to comply with our recommendations in full and in a prompt manner. Compliance is carefully monitored by the OIA and the Independent Adjudicator is required by our Rules to report any non-compliance by a provider to the OIA's Board and to publish it in the OIA's Annual Report.

88% of 'student-centred' recommendations<sup>❶</sup> with an OIA compliance date in 2016, were complied with in a timely manner. The average number of days that providers took to comply with 'student-centred' recommendations with an OIA compliance date in 2016 was 16 days.

### **Outreach events**

In 2016, the OIA ran a wide-ranging outreach programme including seminars, webinars and visits by OIA staff to individual providers. We hope that these events proved useful and informative for our member providers.

Members of OIA staff visited Nelson College London during 2016. We are grateful for Nelson College London's positive engagement with us.

**❶ 'student-centred' recommendations** These are recommendations which affect the individual student, such as a recommendation for a rehearing or the payment of compensation. The OIA also makes "good practice recommendations", such as a recommendation to change or review procedures.