



office of the  
independent  
adjudicator

'for students in higher education'

## Nelson College London Annual Statement for 2019

This is the Annual Statement for Nelson College London for the calendar year ended 31 December 2019. It shows the record of Nelson College London in handling complaints and appeals in that year.

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 about providers in that OIA Band is small and median data would not provide a statistically meaningful comparison.

### Student Numbers

| Year        | OIA Band<br><b>i</b> | Number of providers in OIA Band | Number of HE | Relevant data source | Relevant data period |
|-------------|----------------------|---------------------------------|--------------|----------------------|----------------------|
| <b>2019</b> | B                    | 72                              | 1033         | Self-submission      | 2016-2017            |

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

****i** 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

A student who has a COP Letter may not necessarily be unhappy with the outcome. Our [Guidance](#) on COP Letters says that providers should issue a COP Letter when they have upheld a complaint (or appeal), if the student asks for one. So it is difficult to compare "like with like".

| Number of Completion of Procedures Letters issued |   |
|---|---|
| <b>Dated 2019</b>                                 | 0 |

## Annual complaints to the OIA

| Complaints received by the OIA |                             |                     |
|--------------------------------|-----------------------------|---------------------|
| Year                           | about Nelson College London | about all providers |
| <b>2019</b>                    | 0                           | 2371                |

| Complaints closed by the OIA |                             |                     |
|------------------------------|-----------------------------|---------------------|
| Year                         | about Nelson College London | about all providers |
| <b>2019</b>                  | 0                           | 2185                |

**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 2018

The table below shows the number of complaints about Nelson College London we have received with a COP Letter dated 2018. We include this information in this Annual Statement because the 12-month deadline for bringing a complaint to us has now expired for students with COP Letters from 2018.

| Complaints received at the OIA with a COP Letter dated |   |
|--|---|
| 2018   | 0 |

Relevant data for 2019 will be provided in the Annual Statement for the year ended 31 December 2020.

**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 by outcome in 2019

The OIA did not close any complaints about Nelson College London in 2019.

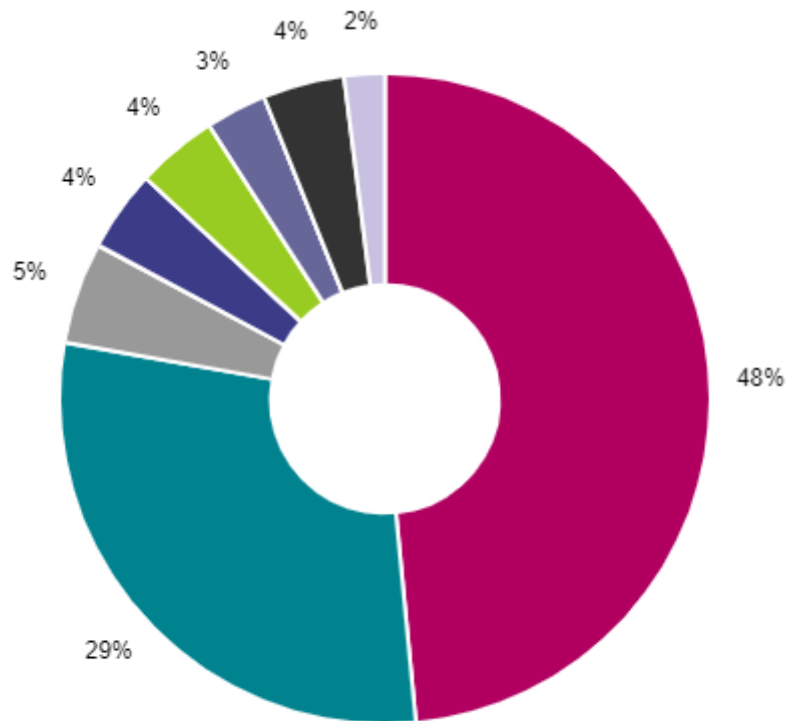
# Complaints closed by complaint category in 2019

The OIA did not close any complaints about Nelson College London in 2019.

Chart 1 breaks down the total number of complaints that we closed in 2019 (about all providers) by category of complaint.

Click on an individual chart colour below to display its complaint category.

**Chart 1**  
**All complaints closed by the OIA in 2019**



## Complaint categories

(Click on a category below for further information)

- Academic Appeal
- Service Issues
- Financial
- Equality law / Human rights
- Disciplinary matters (academic)
- Disciplinary matters (non-academic)
- Not Categorised
- Welfare / Non-course service issues
- Fitness to practise

## Engagement with the OIA in 2019

This section includes general information about all providers' engagement with us in 2019. Where relevant, we include specific information about the individual provider as well.

### Settlement of complaints made to the OIA

In 2019 we continued to look for opportunities to resolve complaints as early as possible. 10% of all the complaints we closed in 2019 were resolved by settlement.

### Response times to our information requests

A key time frame for our review of a complaint is the time it takes for the provider to respond to our initial request for information that we need to review a case. In 2019, the average number of days providers took to respond to our request for this information was 28 days. In 2019, 7 providers took an average of less than 20 days. This is hugely helpful to us. However, 56 providers took on average more than 30 days to respond.

If a provider does not provide information we request during the course of our review, or does not provide it within the time limits set, the Independent Adjudicator may report it to the Board, and may publicise it in our Annual Report.

### Compliance with OIA Recommendations

Where we decide that a complaint is Justified or Partly Justified we will usually make Recommendations to the provider. We expect providers to comply with our Recommendations fully and promptly. We monitor compliance carefully and the Independent Adjudicator must report a provider's non-compliance to the OIA's Board and publish it in our Annual Report.

Providers complied promptly with 94% of "student-centred" Recommendations<sup>i</sup> with due dates in 2019. On average, providers took 20 days to comply with "student-centred" Recommendations with a due date in 2019.

### Outreach events

In 2019, we ran a wide-ranging outreach programme including seminars, webinars, workshops and visits by OIA staff to individual providers. We hope that these events proved useful and informative for our member providers.

**i "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.

## Complaint Categories

For statement years 2019 and later

For statement years 2018 and earlier

### **Academic Appeal**

Complaints about academic matters such as assessments, progression and grades (including mitigating circumstances claims).

### **Service Issues**

Complaints about the course or teaching provision, facilities and supervision.

### **Financial**

Complaints about finance and funding: e.g. fees and fee status, bursaries and scholarships.

### **Disciplinary matters (academic)**

Complaints relating to academic misconduct including plagiarism, cheating, collusion and examination offences.

### **Equality law / Human rights**

Complaints where the student claims there has been discrimination, including harassment, and where they claim their Human Rights have been breached.

### **Disciplinary matters (non-academic)**

Complaints relating to disciplinary proceedings for non-academic offences.

### **Welfare / Non-course service issues**

Complaints about issues that are not directly related to the student's course, for example complaints about support services and accommodation issues.

### **Fitness to practise**

Complaints relating to a person's suitability to practise the profession for which they are training or studying.

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## Other Annual Statements

2018

2017

2016