**Recommended wording for Completion of Procedures letters issued at the University (For letters issued from 10th July 2015 onwards):**

Please note that Completion of Procedures letters may only be issued by persons authorised to do so. In most cases this is a key Faculty member of staff or the Director of TLSO.

*This now completes the University Of Manchester’s consideration of your appeal / complaint etc in accordance with [insert Regulation and Procedure reference]. The University 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 etc to the Office of the Independent Adjudicator for Higher Education (OIA) provided 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 5 November 2015, this date should be 5 November 2016].*

*[Include here any factors of which the provider is aware which mean that it is particularly important for the student to bring the complaint promptly.]*

*You can fill in the OIA’s complaint form online or download a copy from the OIA website.* [*http://oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx*](http://oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx)*. The OIA also publishes An Introduction to the OIA Scheme for Students, which can be downloaded from* [*http://oiahe.org.uk/media/42715/oia\_intro\_leaflet\_16pp.pdf*](http://oiahe.org.uk/media/42715/oia_intro_leaflet_16pp.pdf)*. 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*](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 University’s internal procedures.*

*Yours sincerely,*

*[Authorised signatory]*