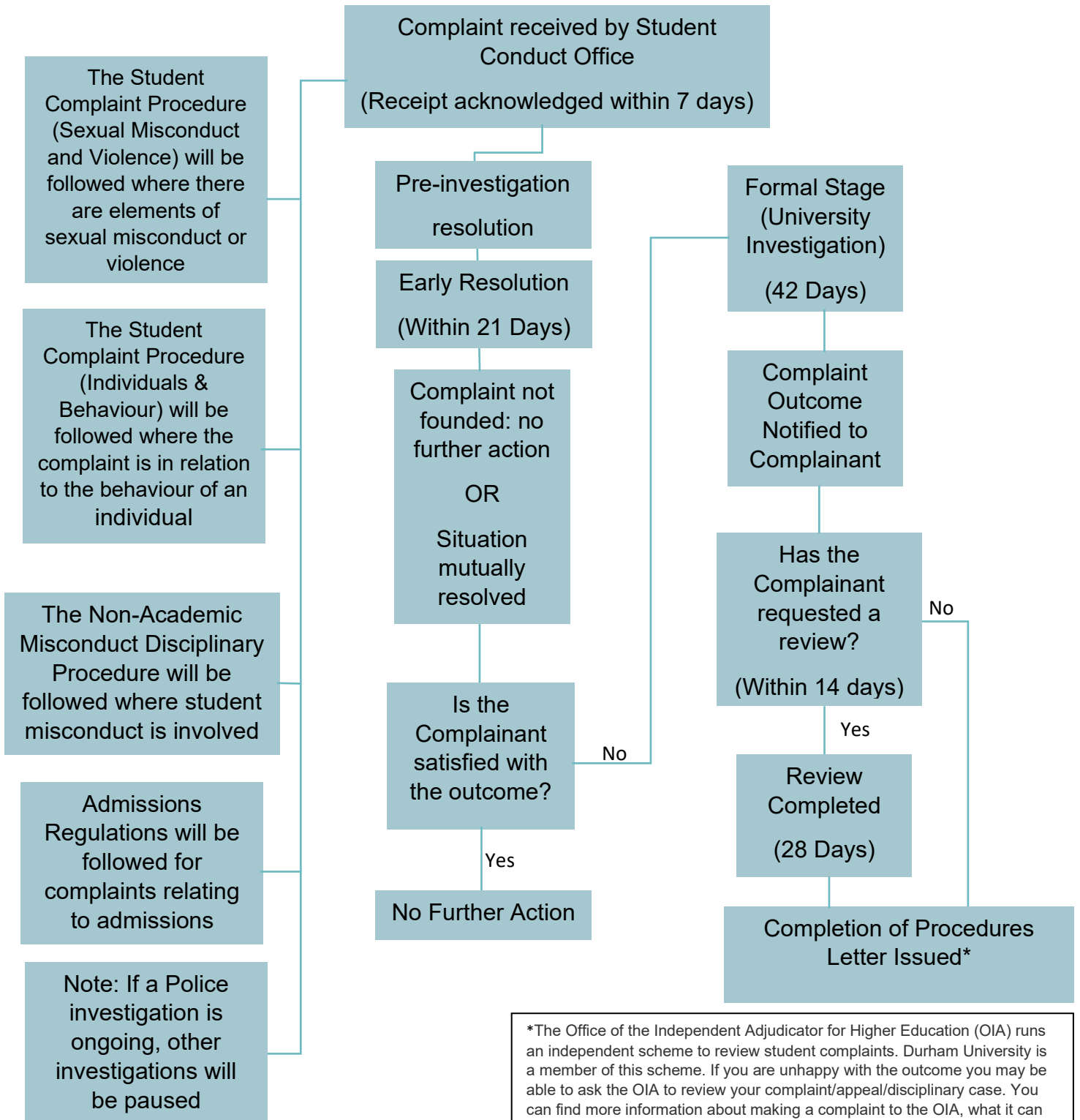


## Complaint Procedure for Students Guidance Flowchart



\*The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. Durham University is a member of this scheme. If you are unhappy with the outcome you may be able to ask the OIA to review your complaint/appeal/disciplinary case. You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right here: <https://www.oiahe.org.uk/students>.