



Senate

Paper Title	Office of the Independent Adjudicator (OIA) 2024 Annual Statement for Queen Mary University of London
Outcome requested	Senate to note the OIA's annual statement for Queen Mary to year end 2024
Points for Senate members to note and further information	<p>The OIA publishes an annual statement which summarises the complaints it has received from each registered provider. The statement also includes information on the provider's engagement with the OIA during the year.</p> <p>The online version of the statement is available here Annual Statements and provides more detail and statements from previous years.</p> <p>The number of complaints submitted to the OIA from Queen Mary students remains high, and colleagues work closely with the OIA to resolve cases where possible.</p>
Questions for Senate to consider	<p>Does Senate have any concerns about the OIA's annual statement for 2024?</p> <p>The Governance and Legal Services Directorate would be willing to provide further information on the OIA scheme if any members would find this useful.</p>
Regulatory/statutory reference points	Office of the Independent Adjudicator: Good Practice Framework Office for Students: Regulatory Framework for higher education in England
Strategy and risk	OFS Compliance Education and the Student Experience
Reporting/consideration route for the paper	n/a for note
Authors	n/a
Sponsor	n/a



Queen Mary University of London Annual Statement for 2024

This is the Annual Statement for Queen Mary University of London for the calendar year ended 31 December 2024. It shows the record of Queen Mary University of London in handling complaints and appeals in that year.

In this Annual Statement, OIA Bands G, H and I have been merged for the purposes of calculating the OIA Band medians because the number of providers in these Bands is small. Merging the data has enabled the OIA to provide more meaningful contextual information for providers in those OIA Bands.

Student numbers and OIA Band

We allocate higher education providers that are members of our Scheme to OIA Bands. Most Bands are based on student numbers (see the [relevant definition](#) for more information). The Bands are the basis for the [OIA subscription](#) payable by the provider, and enable us to include contextual information about other providers of a similar size in our reporting.

Year	OIA Band i	Number of providers in OIA Band	Number of HE	Relevant data source	Relevant data period
2024	G	29	32345	HESA	2021/22

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

Completion of Procedures (COP) Letters issued

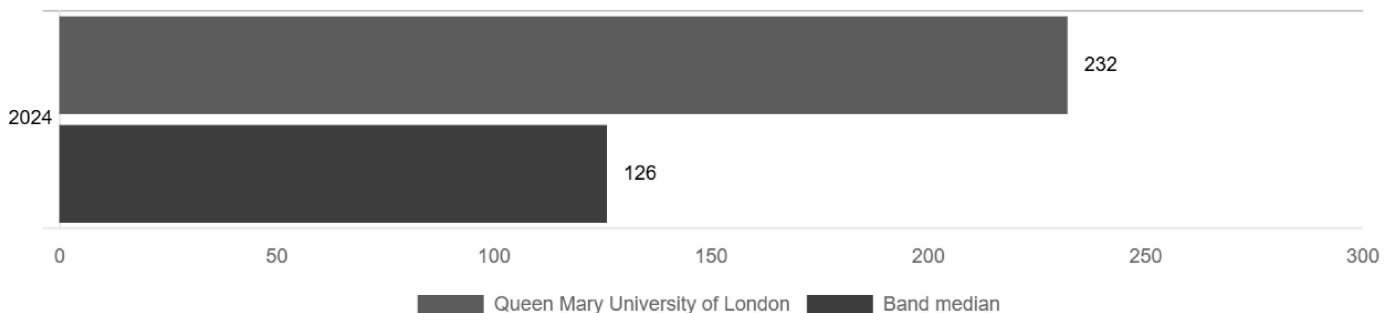
A COP Letter is a letter that providers issue at the end of complaints, appeals or other internal procedures. Each year we ask providers to give us information on the total number of COP Letters they have issued in the previous calendar year.

Our [Guidance](#) on COP Letters says that providers should always issue a COP Letter at the end of the internal procedures when they have not upheld a complaint or appeal, and should issue one if the student asks them to when they have upheld a complaint or appeal. So the number of COP Letters issued is not a reliable indicator of the number of students who are dissatisfied at the end of the provider's internal procedures.

Number of Completion of Procedures Letters issued	
Dated 2024	232

Chart 1 shows the number of COP Letters issued by Queen Mary University of London in 2024 compared to the median number of COP Letters issued by providers in the same OIA Band in 2024.

Chart 1
Number of COP Letters issued in 2024



Annual complaints to the OIA

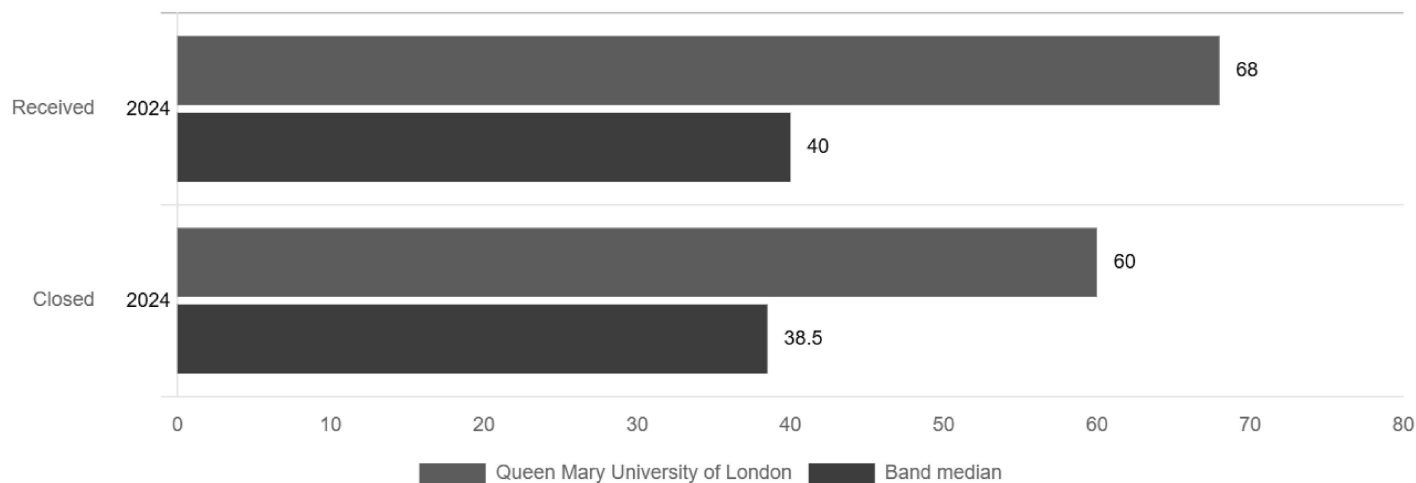
Complaints received by the OIA		
Year	about Queen Mary University of London	about all providers
2024	68	3613

Complaints closed by the OIA		
Year	about Queen Mary University of London	about all providers
2024	60	3645

Queen Mary University of London's subscription for 2025 will include a case fee element based on complaint numbers in 2024. We have written to Queen Mary University of London about this.

Chart 2 shows the number of complaints about Queen Mary University of London received and closed at the OIA in 2024 compared to the median number of complaints received and closed at the OIA in 2024 for providers in the same OIA Band. This may include complaints that were part of a group complaint.

Chart 2
Number of complaints received and closed at the OIA in 2024



❗ Complaints received at the OIA: Includes Not Eligible complaints.

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

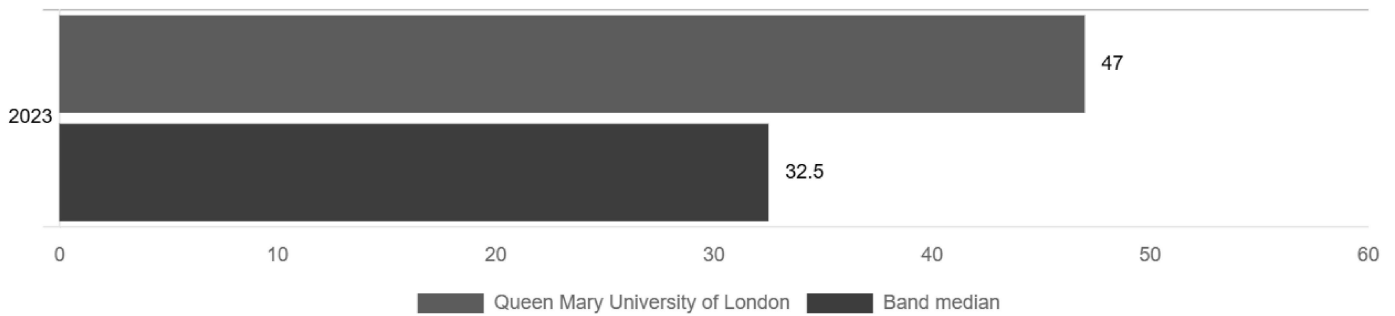
Complaints received at the OIA with Completion of Procedures (COP) Letter dated 2023

The table below shows the number of complaints about Queen Mary University of London we have received with a COP Letter dated 2023. 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 2023.

Complaints received at the OIA with a COP Letter dated	
2023 ⁱ	47

Chart 3 shows the number of complaints about Queen Mary University of London we received with a COP Letter dated 2023. It also shows the comparison to the median number of complaints we received with a COP Letter dated 2023 for providers in the same OIA Band.

Chart 3
Complaints received at the OIA with COP Letter dated 2023



This means that about 1 in every 2 students of Queen Mary University of London who were issued with a COP Letter during 2023 had complained to us by the end of 2024. For students at providers in the same OIA Band as Queen Mary University of London, 1 in every 4.8 students who had COP Letters dating from 2023 brought their complaint to us (this is the mean average proportionⁱ).

Relevant data for 2024 will be provided in the Annual Statement for the year ended 31 December 2025.

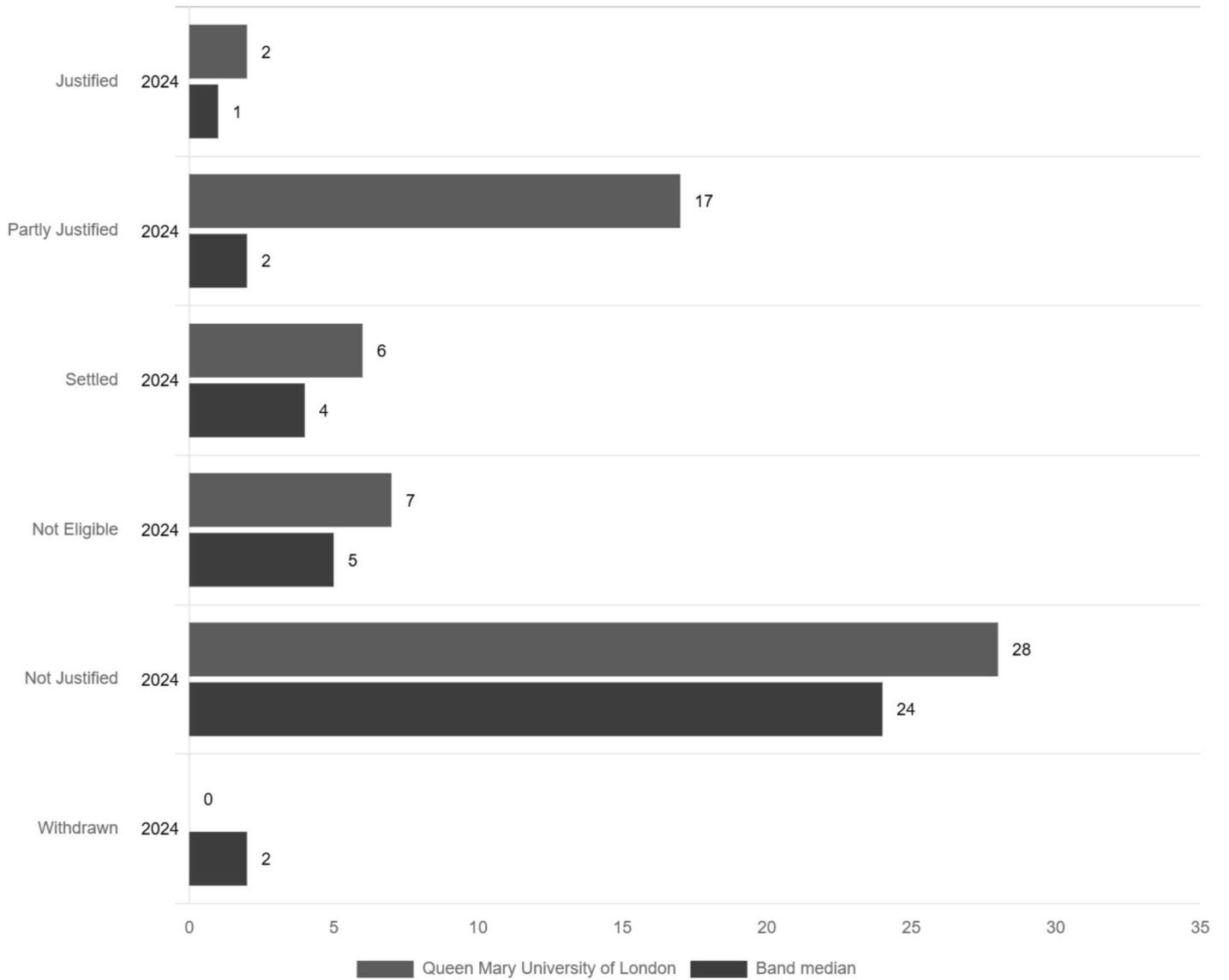
ⁱ Complaints received at the OIA with a COP Letter dated 2023: Some of these complaints may have been received by the OIA in 2024 and so will be included in the 'Annual complaints to the OIA' figures for 2024 above.

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 2024

Chart 4 shows the number of complaints about Queen Mary University of London we closed in 2024 compared to the median number of complaints we closed in 2024 for providers in the same OIA Band.

Chart 4
Complaints closed by outcome in 2024



Complaints closed by complaint category in 2024

Chart 5 breaks down the complaints about Queen Mary University of London that we closed in 2024 by category of complaint. The actual numbers of complaints are shown in brackets.

Chart 6 breaks down the total number of complaints that we closed in 2024 (about all providers) by category of complaint.

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

Chart 5
Complaints closed about Queen Mary University of London in 2024

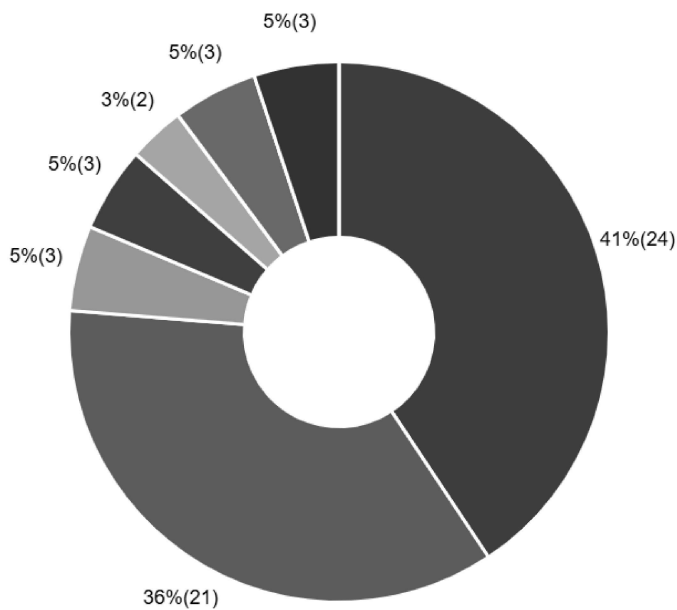
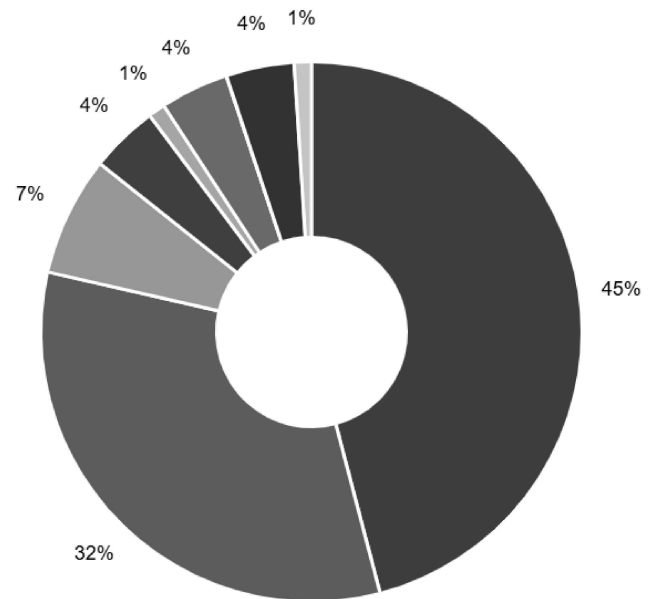


Chart 6
All complaints closed by the OIA in 2024



Complaint categories

(Click on a category below for further information)

■ Academic Appeal

■ Financial

■ Equality law / Human rights

■ Not Categorised

■ Fitness to practise

■ Service Issues

■ Disciplinary matters (academic)

■ Disciplinary matters (non-academic)

■ Welfare / Non-course service issues

Engagement with the OIA in 2024

This section includes general information about all providers' engagement with us in 2024. Where relevant, we include specific information about the individual provider as well.

Settlement of complaints made to the OIA

In 2024 we continued to look for opportunities to resolve complaints as early as possible. 15% of all the complaints we closed in 2024 were resolved by settlement.

6 out of 60 complaints about Queen Mary University of London that we closed in 2024 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 2024, the average number of days providers took to respond to our request for this information was 26 days. In 2024, 14 providers took an average of less than 20 days. This is hugely helpful to us. However, 20 providers took on average more than 30 days to respond.

We report a provider's average response times where we make 5 or more separate initial requests for information during the year. In 2024, we made 5 or more separate initial requests for information from Queen Mary University of London. Queen Mary University of London responded to those requests in an average of 17 days.

We are grateful to Queen Mary University of London for dealing with these requests so promptly.

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 if a provider does not comply the Independent Adjudicator reports this to the OIA's Board and publishes information about it in our Annual Report. It is rare for a provider not to comply with our Recommendations.

Providers complied promptly with 93% of [student-centred Recommendations](#)ⁱ with due dates in 2024. On average, providers took 24 days to comply with student-centred Recommendations with a due date in 2024.

In 2024 Queen Mary University of London complied with student-centred Recommendations with a due date in 2024 by that due date in 10 out of 10 complaints.

Outreach events

In 2024, we ran a wide-ranging outreach programme including webinars, workshops and visits to individual providers. We have received positive feedback on these events and we encourage providers and student representative bodies to participate in our [outreach programme](#).

Individuals from Queen Mary University of London have attended a number of our webinars in 2024. Members of our staff also visited Queen Mary University of London during 2024.

We appreciate Queen Mary University of London's positive engagement with us.

📌 student-centred Recommendations These are recommendations to put things right for 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 requests for additional consideration (mitigating/extenuating circumstances).

Service Issues

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

Financial

Complaints about finance and funding, for example 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 says that they have experienced discrimination, harassment, and/or that their human rights have been breached.

Disciplinary matters (non-academic)

Complaints relating to disciplinary proceedings for non-academic misconduct.

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.

Annual Statements for other years

2023

2022

2021

2020