



office of the
independent
adjudicator

'for students in higher education'

BY EMAIL ONLY

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11 June 2025

Dear Dr. Tekriwal,

Your membership of the complaints scheme for higher education students

We are writing to introduce you to the Office of the Independent Adjudicator for Higher Education ("the OIA"). We are the designated operator of the statutory complaints scheme for higher education students in England and Wales.

As you may be aware, on 01 April 2018, the law was changed through the Higher Education and Research Act 2017 to extend required membership of the OIA Scheme to providers in England providing higher education courses leading to the grant of an award of another OIA member provider in England.

We have become aware that London Academy for Applied Technology provides all or part of higher education courses leading to an award of University of St Mark and St John (Plymouth Marjon University), and that this arrangement began on 10 February 2025. This arrangement brought London Academy for Applied Technology into membership of the OIA Scheme on 10 February 2025.

London Academy for Applied Technology's [HE students](#) will be able to bring unresolved complaints to us about issues that are within our remit and which arose on or after your membership start date, once they have exhausted London Academy for Applied Technology's internal processes.

Under the OIA's Rules, members pay an annual core subscription, together with a case-related element based on the number of complaints received above a threshold. Details of our [subscription arrangements](#) can be found on our website. Although your membership is from 10 February 2025, since we have only just become aware of your arrangements, your subscription will be from 05 June 2025.

Providers in England which are brought into OIA membership because they provide higher education courses leading to an award granted by another OIA member in England are included in our “franchise only” category for core subscription fee purposes for 2025. The core subscription fee for 2025 for providers in this category is £330.00. Your fee will be prorated this year as your subscription will be from 05 June 2025. We will send you a prorated invoice in the coming days.

We are sending with this letter some introductory information on our Scheme, including details of what membership will mean for London Academy for Applied Technology in practice and the support and guidance we offer.

As a new member of our Scheme, there are some steps you need to take now:

- **Please read the supplied ‘Information for new members’ leaflet** that explains our Scheme and outlines what membership means in practice.
- **Please set up your MyOIA account** using the link in the automated email you will shortly receive. MyOIA is our secure online portal and you can read more about it and how it works on [our website](#).
- **Please nominate a [Point of Contact](#) and Delegate** to liaise with us. Please update the details on MyOIA. You can find details on how to do this in MyOIA help pages <https://www.oiahe.org.uk/myoia/myoia-help>
- **If there is a student representative body at London Academy for Applied Technology, please provide a named contact** so we can share with them the information and resources we publish for student representative bodies and details of outreach activities that might be of interest.
- **Please make sure you have appropriate internal procedures in place** for handling issues such as complaints, academic appeals, disciplinary issues and, if relevant, fitness to practise concerns (please see attached introductory information for more guidance).

We are pleased to welcome you as a member to our Scheme and we look forward to working with you. If you have any questions, please do not hesitate to contact us at membership@oiahe.org.uk.

Yours sincerely,



Rachel Nall
Membership and Data Integrity Coordinator