



office of the  
independent  
adjudicator

'for students in higher education'

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## WKCIC Group Annual Statement for 2021

This is the Annual Statement for WKCIC Group for the calendar year ended 31 December 2021. It shows the record of WKCIC Group in handling complaints and appeals in that year.

WKCIC Group underwent a merger in 2017. Where relevant, student number data and complaints data for the pre-merger entities which were OIA member providers have been combined to provide the data for WKCIC Group in this Annual Statement. Data comparison with years before the merger is not available.

In this Annual Statement, median data for the OIA Band for WKCIC Group 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 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 <sup>i</sup>	Number of providers in OIA Band	Number of HE	Relevant data source	Relevant data period
2021	A	87	205	HEIFES	2018-2019

**<sup>i</sup> 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	
<b>Dated 2021</b>	2

## Annual complaints to the OIA

Complaints received by the OIA		
Year	about WKCIC Group	about all providers
<b>2021</b>	0	2765

Complaints closed by the OIA		
Year	about WKCIC Group	about all providers
<b>2021</b>	0	2654

**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 2020

The table below shows the number of complaints about WKCIC Group we have received with a COP Letter dated 2020. 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 2020.

Complaints received at the OIA with a COP Letter dated	
<b>2020</b>	0

Relevant data for 2021 will be provided in the Annual Statement for the year ended 31 December 2022.

**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 2021

The OIA did not close any complaints about WKCIC Group in 2021.

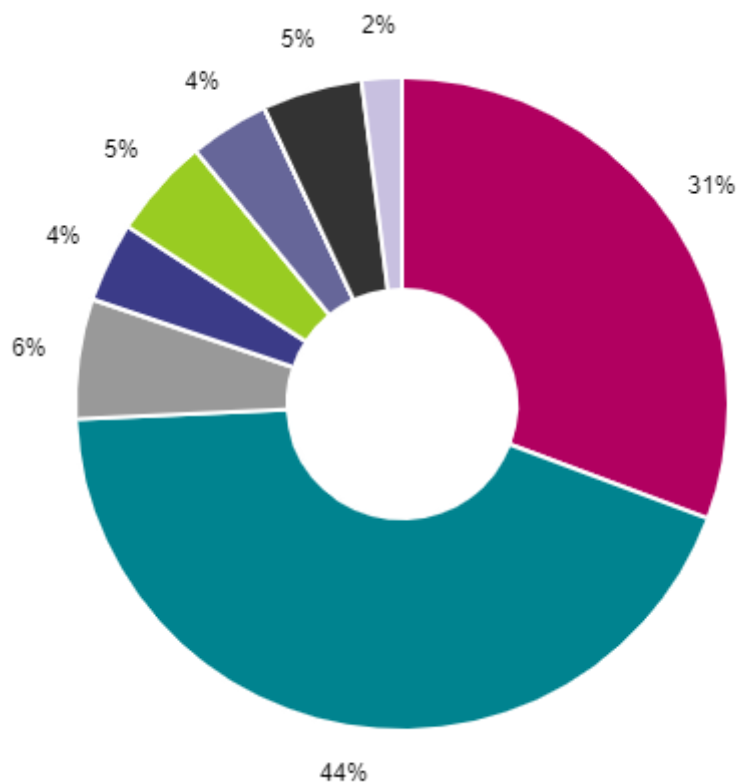
# Complaints closed by complaint category in 2021

The OIA did not close any complaints about WKCIC Group in 2021.

Chart 1 breaks down the total number of complaints that we closed in 2021 (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 2021**



### Complaint categories

(Click on a category below for further information)

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

## Engagement with the OIA in 2021

This section includes general information about all providers' engagement with us in 2021. Where relevant, we include specific information about the individual provider as well.

### Settlement of complaints made to the OIA

In 2021 we continued to look for opportunities to resolve complaints as early as possible. 15% of all the complaints we closed in 2021 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 2021, the average number of days providers took to respond to our request for this information was 28 days. In 2021, 11 providers took an average of less than 20 days. This is hugely helpful to us. However, 39 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 2021, we made fewer than 5 separate initial requests for information from WKCIC Group.

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 95% of student-centred Recommendations<sup>i</sup> with due dates in 2021. On average, providers took 20 days to comply with student-centred Recommendations with a due date in 2021.

### Outreach events

In 2021, 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 WKCIC Group have attended a number of our webinars in 2021.

We appreciate WKCIC Group's positive engagement with us.

**i 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.

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## Annual Statements for other years

2020

2019

2018

2017