Ensuring student complaints are dealt with appropriately in a changing environment

office of the independent adjudicator

Ombudsman Association Principles of Good Complaints Handling http://www.ombudsmanassociation.org/docs/BIOAGoodComplaintHandling.pdf	Parliamentary and Health Service Ombudsman Principles of Good Complaints Handling http://www.ombudsman.org.uk/improving-public-service/ombudsmansprinciples/principles-of-good-complaint-handling-full
Clarity of purpose	Getting it right
Accessibility	Being customer focused
Flexibility	Being open and accountable
Openness and transparency	Acting fairly and proportionately
Proportionality	Putting things right
Efficiency	Seeking continuous improvement
Quality outcomes	

http://oiahe.org.uk/media/42902/oia_remedies_and_redress_leaflet.pdf

It is the pest of our profession that we seldom see the best side of human nature...many a man... I have at first longed to pitch out the window, and yet, at length, have discovered that he was only doing as I might have done in his case, being very angry, and, of course, very unreasonable...

Sir Walter Scott, Guy Mannering

Felicity Mitchell
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Office of the Independent Adjudicator for Higher Education
Neil Stewart Associates Seminar: 22 November 2012