

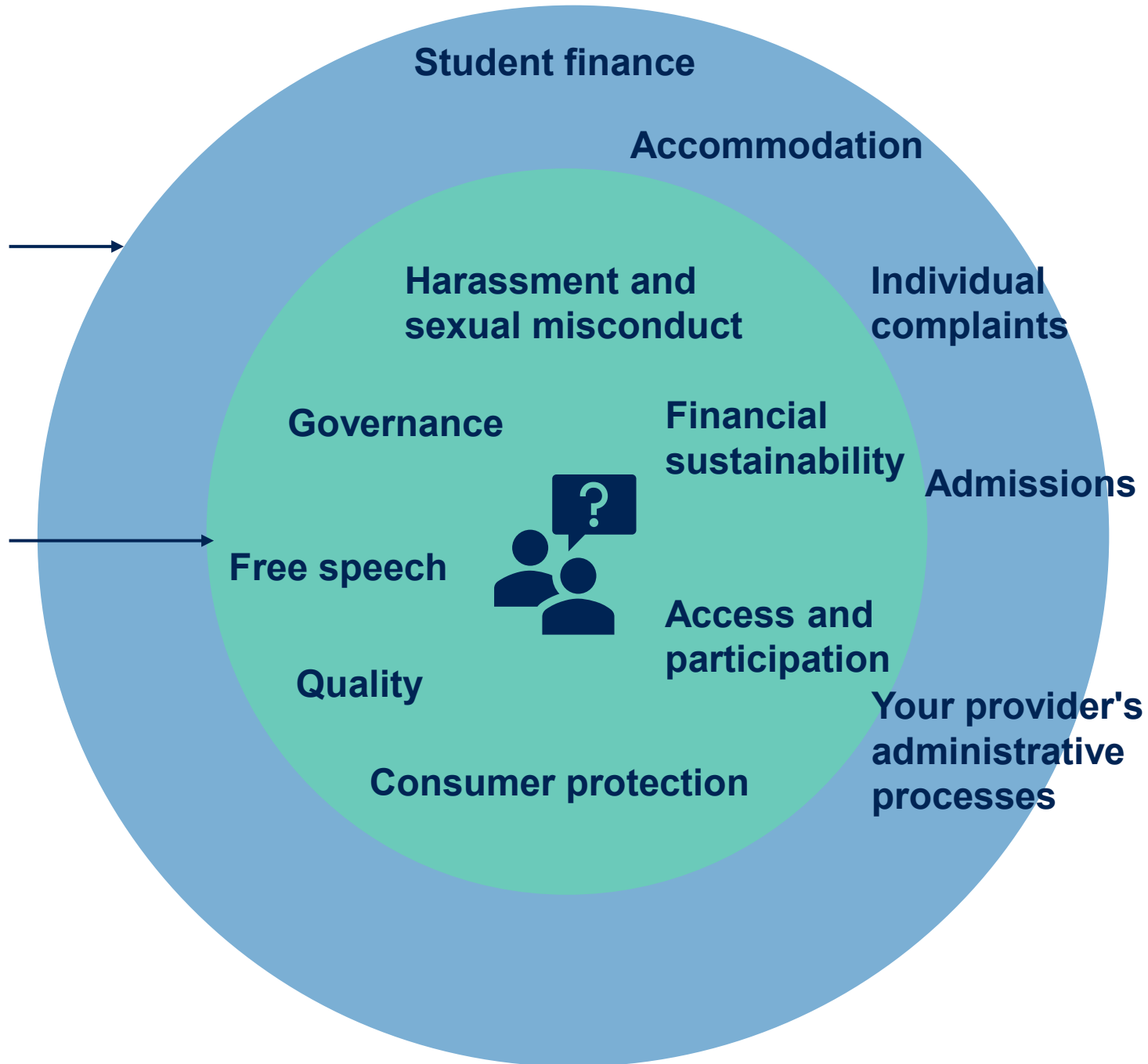
Office for
Students



Information and resources for student representatives

**Outside
our remit**

**Within
our remit**



Universities and colleges should have a **complaints procedure** that clearly explains how to make a complaint. This will usually be on their website. If not, they should supply it on request.

Your institution's complaints procedure

Office of the Independent Adjudicator

The OIA is an independent organisation that **considers student complaints**. You can use [the OIA website](#) to see the sorts of complaints they can help with.



Submit a [notification](#) to the **OfS** if you are concerned about your university or college breaching a condition of registration.

Student Loans Company

You can direct any queries to do with student loans to the SLC.

Student health and wellbeing

There are a variety of places students can find mental health and wellbeing support, as linked on our [website](#).

Links and resources



[Our strategy for 2025 to 2030](#)



[Join our SU network](#)



[How to notify us about an issue with your university or college](#)



[Our upcoming events](#)



[Read our research into student experiences \(search: student insight\)](#)



[Find out how to make a student submission for your university's TEF award](#)

What's coming up?



Consultations - this is a great way to get your views heard. We'll soon run the second stage of our consultation on TEF ([read about the outcomes of the first stage here](#)).



Student debriefs - these events focus on different policy areas. They are open to students but also regularly include student reps and SU staff.



Student spotlight - these events will focus on the outcomes of our research into different areas of student concern.



Stay in the loop by following our social media and joining our SU network by emailing: OfSSUNetwork@officeforstudents.org.uk