



office of the  
independent  
adjudicator

'for students in higher education'

Year Statement Date	2021 2 06 October 2021
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**Provider** University Centre Peterborough

**OIA Band AA**

This statement includes cases received and closed to 30 September 2021 with status information correct as at 06 October 2021

New or updated complaints since the previous statement are denoted with an asterisk (\*)

The following table shows complaints received for 2021 to date, along with the case points which will contribute to the case related subscription element of University Centre Peterborough 2022 subscription fees. For more information on OIA subscriptions, please visit the following page of our website:

<http://www.oiahe.org.uk/about-us/subscription-to-the-oia.aspx>

Complaints Received in 2021			
Reference Number	Date Complaint Form Received	Case Points Profile	Points
OIA/686915/21	28/02/2021	Not Eligible	1
OIA/686925/21	28/02/2021	Not Eligible	1
OIA/686926/21	28/02/2021	Not Eligible	1
OIA/686975/21	01/03/2021	Not Eligible	1
<b>Total Points Allocated:</b>			4
<b>Annual Points Allowance Based on OIA Band:</b>			5

The following table shows all complaints received to date with a COP letter that was issued in 2020

Complaints Received with COP Letters Dated 2020		
Reference Number	COP Letter Date	Date Complaint Form Received
No Complaints Received		

The following table shows all complaints closed in 2021 to date, along with the complaint outcome and category. For more information on complaint categories, please visit the following page of our website:

<http://statements.oiahe.org.uk/relevantdefinitions>

Complaints Closed in 2021			
Reference Number	Complaint Closed Date	Complaint Category	Outcome
* OIA/686925/21	19/03/2021	Service Issues	Not Eligible
* OIA/686915/21	19/03/2021	Service Issues	Not Eligible
* OIA/686926/21	19/03/2021	Service Issues	Not Eligible
* OIA/686975/21	19/03/2021	Service Issues	Not Eligible