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**Changes to legislation:** Higher Education Act 2004, Cross Heading: Review of complaint is up to date with all changes known to be in force on or before 02 March 2024. There are changes that may be brought into force at a future date. Changes that have been made appear in the content and are referenced with annotations. (See end of Document for details) View outstanding changes

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## SCHEDULES

### SCHEDULE 2

#### CONDITIONS TO BE MET BY STUDENT COMPLAINTS SCHEME

##### *Review of complaint*

- 5 (1) Condition D is that the scheme requires a reviewer—
- (a) to make a decision as to the extent to which a qualifying complaint is justified; and
  - (b) to make that decision as soon as reasonably practicable.
- (2) A scheme does not fail to meet condition D only because it contains provision that a reviewer may dismiss a qualifying complaint without consideration of the merits if the reviewer considers the complaint to be frivolous or vexatious.

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#### **Commencement Information**

- I1** [Sch. 2 para. 5](#) in force for E. at 1.11.2004 by [S.I. 2004/2781](#), [art. 2](#)  
**I2** [Sch. 2 para. 5](#) in force for W. at 1.12.2004 by [S.I. 2004/3144](#), [Sch. Pt. 1](#)

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**Changes and effects yet to be applied to the whole Act associated Parts and Chapters:**

Whole provisions yet to be inserted into this Act (including any effects on those provisions):

- s. 11(1) s. 11 renumbered as s. 11(1) by [2022 asc 1 s. 128\(2\)\(a\)](#)
- s. 11(1)(a) words substituted by [2022 asc 1 Sch. 4 para. 16\(2\)](#)
- s. 11(2)-(5) inserted by [2022 asc 1 s. 128\(2\)\(b\)](#)
- s. 12(2A) inserted by [2022 asc 1 s. 128\(3\)\(a\)](#)
- Sch. 2 para. 3(2)(d) inserted by [2023 c. 16 Sch. para. 19](#)