



Higher Education Act 2004

2004 CHAPTER 8

PART 2

REVIEW OF STUDENT COMPLAINTS

21 Interpretation of Part 2

[^{F1}(1)] In this Part—

“award” means any degree, diploma, certificate or other academic award or distinction;

“designated operator” has the meaning given by section 13(5)(b);

“the effective date” has the meaning given by section 13(5)(a);

^{F2}...

“higher education corporation” has the meaning given by section 90(1) of the 1992 Act;

[^{F3}“institution” includes a training provider in England who would not otherwise be regarded as an institution;]

“interested parties”, in relation to a scheme for the review of qualifying complaints provided or to be provided by a body corporate, means—

- (a) qualifying institutions in England or Wales (as the case may be), and
- (b) persons selected by the body corporate from amongst those it considers to represent the interests of students at qualifying institutions in England or Wales (as the case may be);

“qualifying complaint” has the meaning given by section 12;

“qualifying institution” has the meaning given by section 11.

[^{F4}“training provider” means a person who provides training for members of the school workforce within the meaning of Part 3 of the Education Act 2005 (see section 100 of that Act).]

[^{F5}(2) In this Part “governing body”—

Changes to legislation: Higher Education Act 2004, Section 21 is up to date with all changes known to be in force on or before 12 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

- (a) in relation to a training provider in England who, but for the definition of “institution” in subsection (1), would not be regarded as an institution, means any persons responsible for the provider's management;
- (b) in relation to a provider of higher education designated under section 84 of the Higher Education and Research Act 2017, means any persons responsible for the provider's management;
- (c) in relation to any other institution, has the meaning given by section 90(1) of the 1992 Act, but subject to any provision made by virtue of section 90(2) of that Act.]

Textual Amendments

- F1** S. 21(1): s. 21 renumbered as s. 21(1) (1.4.2018) by Higher Education and Research Act 2017 (c. 29), **ss. 89(5)(a)**, 124(5); S.I. 2018/241, reg. 2(l)
- F2** Words in s. 21(1) omitted (1.4.2018) by virtue of Higher Education and Research Act 2017 (c. 29), **ss. 89(5)(b)**, 124(5); S.I. 2018/241, reg. 2(l)
- F3** Words in s. 21(1) inserted (1.4.2018) by Higher Education and Research Act 2017 (c. 29), **ss. 89(5)(c)**, 124(5); S.I. 2018/241, reg. 2(l)
- F4** Words in s. 21(1) inserted (1.4.2018) by Higher Education and Research Act 2017 (c. 29), **ss. 89(5)(d)**, 124(5); S.I. 2018/241, reg. 2(l)
- F5** S. 21(2) inserted (1.4.2018) by Higher Education and Research Act 2017 (c. 29), **ss. 89(5)(e)**, 124(5); S.I. 2018/241, reg. 2(l)

Commencement Information

- I1** S. 21 in force for E. at 1.11.2004 by S.I. 2004/2781, **art. 2**
- I2** S. 21 in force for W. at 1.12.2004 by S.I. 2004/3144, **Sch. Pt. 1**

Changes to legislation:

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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](#)