

## Student Complaints about The Open University as a Credit Broker

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The Open University may introduce you to a credit service, known as The Open University Student Budget Account Ltd (OUSBA), as a fee payment facility.

OUSBA is a wholly owned subsidiary of The Open University and therefore the University is licensed with the Financial Conduct Authority (FCA) as a Credit Broker. This means we can introduce you to OUSBA. We must, however, do so responsibly and in accordance with the FCA regulations.

If you believe you have been misadvised or misled during the introduction to OUSBA then you should make a formal complaint using the following procedure and not the Students Complaints Procedure.

In order that the University can put things right in a timely manner you should make your complaint as soon as possible after you have become aware of the problem. You should include evidence, including reference to telephone calls if appropriate, to support your complaint and to facilitate our investigation. It is also helpful if you explain what you think the University should do to put things right.

Your complaint should be submitted to:

The Student Casework Officer

The Open University

PO Box 5155

Milton Keynes

MK7 6AA

Or by email to: [Studentcaseworkoffice@open.ac.uk](mailto:Studentcaseworkoffice@open.ac.uk)

Telephone: 01908 659535

Once your complaint has been received, the following procedures will be followed:

- We will acknowledge your complaint within five working days of receipt of the complaint unless we can resolve it within three days and have advised you accordingly. In that case, if you are not satisfied, you will be able to exercise the option under step 4 (last bullet point) immediately.
- We will investigate your complaint and endeavour to send our final response to you within eight weeks of receipt of your complaint. If we are unable to provide you with our final response within this time we will send you an update.
- If you are satisfied with our final response we will consider your complaint resolved.
- If more than eight weeks from the date of your complaint has passed and you haven't received our final response, or you are dissatisfied with our responses at any stage of the process you can write to:

Financial Ombudsman Service (FOS)

Exchange Tower

London

E14 9SR

Website: <http://financial-ombudsman.org.uk>

You must refer your complaint to the Financial Ombudsman within six months of the date of our final response.

## **Summary of changes**

### **November 2022**

The address of the Financial Ombudsman Service was updated.

### **November 2016**

A number of editorial changes have been made to the policy to reflect a simplified, a one-step process with an acknowledgement within five days and final response within eight weeks.

The changes have been made at the request of The Open University Budget Accounts (OUSBA) and their solicitors to reflect their new policy wording following recommendations in their external audit.