

**Changes to legislation:** Higher Education Act 2004, Cross Heading: Annual report is up to date with all changes known to be in force on or before 19 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

## SCHEDULES

### SCHEDULE 3

#### DUTIES OF DESIGNATED OPERATOR OF STUDENT COMPLAINTS SCHEME

##### *Annual report*

- 6 (1) The designated operator must—
- (a) produce an annual report on the scheme and its operation, and
  - (b) publish the report in such manner as it thinks fit.
- (2) The report must include information about—
- (a) complaints referred under the scheme,
  - (b) the decisions and recommendations made by reviewers,
  - (c) the extent to which recommendations made by reviewers have been followed, and
  - (d) the way in which the operator has used the fees (if any) paid in connection with the scheme.

#### **Commencement Information**

- I1** Sch. 3 para. 6 in force for E. at 1.11.2004 by S.I. 2004/2781, art. 2  
**I2** Sch. 3 para. 6 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](#)