
Senate Regulations: Introduction

1. The following University Senate Regulations adhere to guidance issued by the Competition and Markets Authority (CMA) in order to comply with the University's obligations under consumer protection law, in particular the Consumer Protection from Unfair Trading Regulations 2008 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. The University is also a member of the Office of the Independent Adjudicator for Higher Education (OIA) complaints scheme. The OIA is responsible for reviewing individual complaints by students against higher education providers and is listed by the Chartered Trading Standards Institute (CTSI) as a consumer alternative dispute resolution (ADR) body.
2. The University regularly reviews and maintains its practices in accordance with our CMA Policy, guidelines issued by the CMA, relevant consumer law and OIA guidelines.