



STATEMENT OF COMPLIANCE WITH THE OIA GOOD PRACTICE FRAMEWORK

The European School of Economics (ESE) affirms its full commitment to the principles and expectations outlined in the **Office of the Independent Adjudicator (OIA)** Good Practice Framework for handling student complaints and academic appeals.

As part of our ongoing dedication to fairness, transparency, and student support, ESE has reviewed its internal policies and procedures to ensure they are consistent with the standards and recommendations established by the OIA. We strive to provide timely, accessible, and impartial processes that:

- Promote **early and informal resolution** of concerns wherever possible;
- Ensure that all complaints and appeals are **handled fairly, consistently, and transparently**;
- Maintain clear **communication with students** at each stage of the process;
- Respect students' rights to **independent review** and external recourse through the OIA where applicable;
- Uphold the principles of **natural justice and procedural fairness**, including the right to be heard and the right to an impartial decision-maker.

We regularly review and update our procedures in line with sector guidance and evolving best practices, ensuring continuous improvement and responsiveness to student needs.

By aligning our practices with the OIA's Good Practice Framework, the European School of Economics reinforces its commitment to academic integrity, student welfare, and institutional accountability.

For more information, students may consult our [Complaints and Appeals Policy](#) or visit the [OIA website](#) for details about their rights and the external review process.