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**Changes to legislation:** Higher Education Act 2004, SCHEDULE 1 is up to date with all changes known to be in force on or before 13 June 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

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## SCHEDULES

### SCHEDULE 1

Section 13

#### CONDITIONS TO BE MET BY OPERATOR OF STUDENT COMPLAINTS SCHEME

##### *Introduction*

- 1 This Schedule sets out the conditions referred to in section 13(3)(a) (and other provisions of Part 2 of this Act).

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##### **Commencement Information**

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

##### *Suitability*

- 2 Condition A is that the body corporate is a suitable person to be the designated operator.

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##### **Commencement Information**

- I3** Sch. 1 para. 2 in force for E. at 1.11.2004 by S.I. 2004/2781, art. 2  
**I4** Sch. 1 para. 2 in force for W. at 1.12.2004 by S.I. 2004/3144, Sch. Pt. 1

##### *Capability*

- 3 Condition B is that the body corporate is capable of providing in an effective manner, on and after the effective date, a scheme for the review of qualifying complaints which meets all of the conditions set out in Schedule 2.

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##### **Commencement Information**

- I5** Sch. 1 para. 3 in force for E. at 1.11.2004 by S.I. 2004/2781, art. 2  
**I6** Sch. 1 para. 3 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](#)