



Higher Education Act 2004

2004 CHAPTER 8

PART 2

REVIEW OF STUDENT COMPLAINTS

15 Duties of qualifying institutions

- (1) The governing body of every qualifying institution in England and Wales must comply with any obligation imposed upon it by a scheme for the review of qualifying complaints that is provided by the designated operator.
- (2) The duty imposed by subsection (1) applies from the effective date of the designation and ceases to apply only if the designation is terminated.
- (3) The obligations referred to in subsection (1) include any obligation to pay fees to the designated operator.

Commencement Information

- I1** S. 15 in force for E. at 1.11.2004 by [S.I. 2004/2781](#), [art. 2](#)
- I2** S. 15 in force for W. at 1.12.2004 by [S.I. 2004/3144](#), [Sch. Pt. 1](#)

Changes to legislation:

Higher Education Act 2004, Section 15 is up to date with all changes known to be in force on or before 18 May 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.

[View outstanding changes](#)

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](#)