

Reporting possible non-compliance with consumer law

If you have a concern about a possible breach of consumer law by a university or other higher education (HE) provider, you can let us know. We will use the information as intelligence on potential problems.

Please note that we are unable to offer advice or intervene in individual disputes. If you want to discuss concerns or seek further advice on an individual case, you can:

- talk to your tutor, or another person who is delivering your course;
- contact the team responsible for student advice and welfare at your university or HE provider;
- get in touch with your local student union, NUS or other student representative body; or
- call the Citizens Advice consumer helpline on 03454 04 05 06, or visit the [Citizens Advice website](#). If you are in Northern Ireland, you can call Consumerline on 0300 123 6262, or visit the [Consumerline website](#).

Our [guide on undergraduate students' consumer rights](#) has more information on other bodies that might be able to help.

What type of information can I report?

The Competition and Markets Authority (CMA) is interested in hearing about universities or other HE providers which may have failed to meet their obligations under consumer law, and in particular, where they may have failed to:

- provide prospective students with accurate, clear and unambiguous information before they make their application and before they accept an offer;

- ensure that terms and conditions (including rules and regulations) which apply to students are fair, balanced and easily accessible; or
- ensure their complaint handling processes and practices are accessible, clear and fair to students.

What will the CMA do with my information?

As well as using the information to increase our knowledge and understanding of any potential issues across the HE sector, where appropriate it will also inform whether any action by the CMA or another enforcer (such as local authority Trading Standards Services) may be appropriate to address serious breaches of consumer law.

Providing information does not necessarily mean the CMA (or another enforcer) will take action against the HE provider in question.

Unless you tell us otherwise, we will assume that information you provide is intended to be used by the CMA in its work, and is to be shared or disclosed only so far as is necessary, and in line with legal requirements. All information provided to us is handled in accordance with our obligations under the Data Protection Act 1998 and with other legislation designed to protect individual privacy and commercial confidentiality. Find out more about [how the CMA uses information](#).

How can I report my concerns to the CMA?

If you want to report an issue, you should provide us with:

- your name;
- your contact details;
- the name of the HE provider concerned;
- information on the issue you wish to report; and
- any supporting evidence.

You should send this in an email to: HEintelligence@cma.gsi.gov.uk.

Whilst we will acknowledge receipt of your email, we will not usually enter into any correspondence or dialogue about it unless we need to request further information.