



European Association for  
Quality Assurance in Higher Education

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Gloucester, 10 March 2022

**Subject: Reconfirmation of FINEEC membership in ENQA**

Dear Harri,

I am pleased to inform you that, at its meeting on 8 March 2022, the ENQA Board agreed to reconfirm FINEEC's membership in ENQA for five years from that date. The Board concluded that FINEEC is in compliance with the *Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015)* and thus fulfils the membership criteria according to article 6, paragraph 1 of ENQA's Rules of Procedure.

The Board would like to receive a follow-up report within two years of its decision, i.e., by March 2024.

The Board also encourages FINEEC to take advantage of the voluntary progress visit – an enhancement-led feature in the review process. The visit would take place in about two to three years' time from this decision. The ENQA Secretariat will be in touch with you in about a year's time to discuss this possibility. The cost of this visit has already been included as part of the review fee and are non-refundable except for the travel costs of the experts. More information about the progress visit can be found in the Guidelines for ENQA Agency Reviews.

If you have any further queries, please do not hesitate to contact the ENQA Secretariat. Please accept my congratulations for the re-confirmation of FINEEC's membership in ENQA. I look forward to our continued cooperation.

Yours sincerely,

Douglas Blackstock  
President  
Annex: Areas for development



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## **Annex: Areas for development**

As outlined by the review panel, FINEEC is recommended to take appropriate action, in so far as it is empowered to do so, on the following issues:

### **ESG 2.7 Complaints and appeals**

The agency is recommended to establish a formal complaints procedure. The procedure should be made known to all concerned parties.