

### Complaints Statistics for February - April 2021

Month	Frontline	Investigation/ Frontline to Investigation	Total
February	8	1	9
March	8	3	11
April	11		11
			31

School/Directorate Complaint Regarding	Frontline	Investigation/ Frontline to Investigation	Total
Estates and Campus Services	1		1
External Relations (Student Recruitment & Admissions)	5	2	7
School of Art & Design	5		5
School of Business		1	1
School of Business/Finance	1		1
School of Education & Social Work	2		2
School of Medicine	2		2
School of Health Sciences	2		2
School of Science & Engineering	1		1
School of Science & Engineering/Disability/ACG	1		1
School of Social Sciences	2	1	3
Student Services (Residences)	2		2
Student Services (Support Hub)	2		2
University	1		1
			31

Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions/Fee Status	5	2	7
Facilities and Equipment			0
Finance/Fees	3		3
Service Provision & Student Support	4	1	5
Staff/Student Conduct	7		7
Student Accommodation			0
Teaching/Assessment	7		7
University Policies, Procedures & Regulations		1	1
Other	1		1
			31

Category of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Student	16	2	18
Member of the Public/Parent	6		6
Applicant	3	2	5
Former Student	2		2
Group Complaint			0
Unknown (Anonymous)			0
			31

Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Upheld	1		1
Partially Upheld			0
Not Upheld	11	1	12
Resolved	5		5
Complaint Withdrawn	1		1
Complainant did not engage with process		2	2
Complaint not under CHP jurisdiction	9	1	10
			31

Difference in Numbers Complaining each Quarter	Frontline	Investigation/ Frontline to Investigation	Total
August-October 2020	14	3	17
November 2020-January 2021	26	3	29
February-April 2021	27	4	31
May-July 2021			0
			77