

### Complaints Statistics for May - July 2021

| Month | Frontline | Investigation/<br>Frontline to<br>Investigation | Alternative<br>Complaints<br>Resolution | Total |
|-------|-----------|-------------------------------------------------|-----------------------------------------|-------|
| May   | 4         | 3                                               |                                         | 7     |
| June  | 10        |                                                 |                                         | 10    |
| July  | 5         | 3                                               | 3                                       | 11    |
|       |           |                                                 |                                         | 28    |

| School/Directorate Complaint Regarding                        | Frontline | Investigation/<br>Frontline to<br>Investigation | Alternative<br>Complaints<br>Resolution | Total |
|---------------------------------------------------------------|-----------|-------------------------------------------------|-----------------------------------------|-------|
| Academic & Corporate Governance                               | 2         |                                                 |                                         | 2     |
| Estates and Campus Services                                   | 1         |                                                 |                                         | 1     |
| Information Governance                                        | 1         |                                                 |                                         | 1     |
| School of Art & Design                                        |           | 1                                               |                                         | 1     |
| School of Business                                            | 2         | 1                                               |                                         | 3     |
| School of Education & Social Work                             | 1         |                                                 |                                         | 1     |
| School of Health Sciences                                     | 1         |                                                 |                                         | 1     |
| School of Life Sciences                                       | 1         |                                                 | 1                                       | 2     |
| School of Medicine                                            | 1         | 1                                               | 1                                       | 3     |
| School of Science & Engineering                               | 4         | 1                                               |                                         | 5     |
| School of Science & Engineering/Student Services (Disability) |           | 1                                               |                                         | 1     |
| School of Social Sciences                                     | 4         |                                                 | 1                                       | 5     |
| Student Services (Registry)                                   | 1         |                                                 |                                         | 1     |
| University                                                    |           | 1                                               |                                         | 1     |
|                                                               |           |                                                 |                                         | 28    |

| Nature of Complaint                           | Frontline | Investigation/<br>Frontline to<br>Investigation | Alternative<br>Complaints<br>Resolution | Total |
|-----------------------------------------------|-----------|-------------------------------------------------|-----------------------------------------|-------|
| Admissions/Fee Status                         |           |                                                 |                                         | 0     |
| Facilities and Equipment                      |           |                                                 |                                         | 0     |
| Finance/Fees                                  |           |                                                 |                                         | 0     |
| Service Provision & Student Support           | 3         | 1                                               | 1                                       | 5     |
| Staff/Student Conduct                         | 2         |                                                 |                                         | 2     |
| Student Accommodation                         |           |                                                 |                                         | 0     |
| Teaching/Assessment                           | 9         | 5                                               | 2                                       | 16    |
| University Policies, Procedures & Regulations | 3         |                                                 |                                         | 3     |

|       |   |  |  |    |
|-------|---|--|--|----|
| Other | 2 |  |  | 2  |
|       |   |  |  | 28 |

| Category of Complainant     | Frontline | Investigation/<br>Frontline to<br>Investigation | Alternative<br>Complaints<br>Resolution | Total |
|-----------------------------|-----------|-------------------------------------------------|-----------------------------------------|-------|
| Student                     | 9         | 2                                               | 3                                       | 14    |
| Member of the Public/Parent | 6         | 2                                               |                                         | 8     |
| Applicant                   |           |                                                 |                                         | 0     |
| Former Student              | 1         |                                                 |                                         | 1     |
| Other                       | 1         |                                                 |                                         | 1     |
| Group Complaint             |           | 1                                               |                                         | 1     |
| Unknown (Anonymous)         | 2         | 1                                               |                                         | 3     |
|                             |           |                                                 |                                         | 28    |

| Outcome of Complaint                                | Frontline | Investigation/<br>Frontline to<br>Investigation | Alternative<br>Complaints<br>Resolution | Total |
|-----------------------------------------------------|-----------|-------------------------------------------------|-----------------------------------------|-------|
| Upheld                                              |           |                                                 |                                         | 0     |
| Partially Upheld                                    | 2         | 2                                               |                                         | 4     |
| Not Upheld                                          | 7         | 2                                               |                                         | 9     |
| Resolved                                            | 2         |                                                 | 2                                       | 4     |
| Not Resolved                                        |           |                                                 | 1                                       | 1     |
| Closed - complainant did not<br>engage with process | 1         | 1                                               |                                         | 2     |
| Complaint Withdrawn/did not<br>wish to take forward | 1         |                                                 |                                         | 1     |
| Complaint not under CHP<br>jurisdiction             | 6         | 1                                               |                                         | 7     |
|                                                     |           |                                                 |                                         | 28    |

| Difference in Numbers<br>Complaining each Quarter | Frontline | Investigation/<br>Frontline to<br>Investigation | Alternative<br>Complaints<br>Resolution | Total |
|---------------------------------------------------|-----------|-------------------------------------------------|-----------------------------------------|-------|
| August-October 2020                               | 14        | 3                                               |                                         | 17    |
| November 2020-January 2021                        | 26        | 3                                               |                                         | 29    |
| February-April 2021                               | 27        | 4                                               |                                         | 31    |
| May-July 2021                                     | 19        | 6                                               | 3                                       | 28    |
|                                                   | 86        | 16                                              | 3                                       | 105   |