

<b>Complaints Statistics for November 2020 - January 2021</b>			
<b>Month</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
November	8		8
December	5		5
January	13	3	16
			29
<b>School/Directorate Complaint Regarding</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
External Relations (Student Recruitment & Admissions)	1		1
Finance	2		2
School of Art & Design	4		4
School of Art & Design/UEO	1		1
School of Business	4		4
School of Health Sciences	1		1
School of Science & Engineering	2	1	3
School of Social Sciences	2		2
School of Science & Engineering/Student Services	1	1	2
Student Services (ISE)	1		1
Student Services (Registry)	1		1
Student Services (Support Hub)	3	1	4
Student Services (Careers)	1		1
University Executive Office	1		1
Other	1		1
			29
<b>Nature of Complaint</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
Admissions/Fee Status	2		2
Facilities and Equipment			0
Finance/Fees	5		5
Service Provision & Student Support	7	2	9
Staff/Student Conduct	3		3
Student Accommodation			0
Teaching/Assessment	9	1	10
University Policies, Procedures & Regulations			0
Other			0
			29

<b>Category of Complainant</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
Student	18	2	20
Member of the Public/Parent	6	1	7
Applicant	1		1
Former Student	1		1
Group Complaint			0
			29
<b>Outcome of Complaint</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
Outcome Accepted			0
Upheld	1		1
Partially Upheld	1	2	3
Not Upheld	9		9
Not Accepted	2		2
Resolved	2		2
Complainant did not engage with process - complaint closed	1		1
Complaint Withdrawn	1	1	2
Complaint not under CHP jurisdiction	7		7
Outcome given (but no confirmation received)	2		2
			29
<b>Difference in Numbers Complaining each Quarter</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
August-October 2020	14	3	17
November 2020-January 2021	26	3	29
February-April 2021			0
May-July 2021			0
			46