

Complaints Statistics for August - October 2020			
Month	Frontline	Investigation/ Frontline to Investigation	Total
August	6	2	8
September	3		3
October	5	1	6
			17
School/Directorate Complaint Regarding	Frontline	Investigation/ Frontline to Investigation	Total
External Relations (Student Recruitment & Admissions)	1	1	2
Library & Learning Centre	1		1
School of Art & Design	1	2	3
School of Medicine	5		5
School of Health Sciences	2		2
Student Services (Disability)	1		1
Student Services (Residences)	1		1
Student Services (Skills Hub)	1		1
University Executive Office	1		1
			17
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions/Fee Status	3	1	4
Facilities and Equipment			0
Finance/Fees	3		3
Service Provision & Student Support	2		2
Staff/Student Conduct	3	1	4
Student Accommodation	1		1
Teaching/Assessment	2	1	3
University Policies, Procedures & Regulations			0
Other			0
			17
Category of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Student	11	1	12
Member of the Public/Parent	1	2	3
Applicant	2		2
Former Student			0
Group Complaint			0
			17

Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	4		4
Upheld			0
Partially Upheld	1	2	3
Not Upheld		1	1
Not Accepted			0
Resolved	1		
Unacceptable/Vexatious not taken further			0
Complainant did not engage with process - complaint closed			0
Complaint Withdrawn	1		1
Complaint not under CHP jurisdiction	4		4
Outcome given (but no confirmation received)	4		4
			17
Difference in Numbers Complaining each Quarter	Frontline	Investigation/ Frontline to Investigation	Total
August-October 2020	14	3	17
November 2020-January 2021			0
February-April 2021			0
May-July 2021			0
			17