

Complaints Statistics for February - April 2020

| Month  | Frontline | Investigation/<br>Frontline to<br>Investigation | Total |
|--|-----------|---|-------|
| February   | 6         | 2   | 8     |
| March  | 4         | 1   | 5     |
| April  | 11        | 1   | 12    |
|  |           |   | 25    |
| School/Directorate Complaint<br>Regarding                | Frontline | Investigation/<br>Frontline to<br>Investigation | Total |
| External Relations (Student Recruitment<br>& Admissions) | 2         | 2   | 4     |
| School of Art & Design                                   | 3         |   | 3     |
| School of Dentistry                                      | 1         |   | 1     |
| School of Education & Social Work                        | 2         |   | 2     |
| School of Humanities                                     | 2         |   | 2     |
| School of Humanities/Student Services                    | 1         |   | 1     |
| School of Medicine                                       | 1         | 1   | 2     |
| School of Nursing & Health Sciences                      | 1         | 1   | 2     |
| School of Science & Engineering                          | 1         |   | 1     |
| School of Social Sciences                                | 2         |   | 2     |
| Student Services (Registry)                              | 1         |   | 1     |
| Student Services (Residences)                            | 3         |   | 3     |
| University   | 1         |   | 1     |
|  |           |   | 25    |
| Nature of Complaint                                      | Frontline | Investigation/<br>Frontline to<br>Investigation | Total |
| Admissions/Fee Status                                    | 2         | 2   | 4     |
| Facilities and Equipment                                 |           |   | 0     |
| Finance/Fees   | 3         |   | 3     |
| Service Provision & Student Support                      | 1         |   | 1     |
| Staff/Student Conduct                                    | 4         | 1   | 5     |
| Student Accommodation                                    | 3         |   | 3     |
| Teaching/Assessment                                      | 3         |   | 3     |
| University Policies, Procedures & Regula                 | 2         | 1   | 3     |
| Other  | 3         |   | 3     |
|  |           |   | 25    |

| Category of Complainant     | Frontline | Investigation/<br>Frontline to<br>Investigation | Total |
|-----------------------------|-----------|---|-------|
| Student                     | 15        | 2   | 17    |
| Member of the Public/Parent | 3         | 1   | 4     |
| Applicant                   | 1         | 1   | 2     |
| Former Student              |           |   | 0     |
| Group Complaint             | 1         |   | 1     |
| Unknown (Anonymous)         | 1         |   | 1     |
|                             |           |   | 25    |

| Outcome of Complaint                              | Frontline | Investigation/<br>Frontline to<br>Investigation | Total |
|---|-----------|---|-------|
| Outcome Accepted                                  | 1         |   | 1     |
| Upheld  |           | 1   | 1     |
| Partially Upheld                                  |           | 1   | 1     |
| Not Upheld  |           | 2   | 2     |
| Not Accepted                                      | 5         |   | 5     |
| Complaint Withdrawn                               |           |   | 0     |
| Complaint not under CHP jurisdiction              | 5         |   | 5     |
| Resolved (but no confirmation received)           | 10        |   | 10    |
|   |           |   | 25    |
| Difference in Numbers Complaining<br>each Quarter | Frontline | Investigation/<br>Frontline to<br>Investigation | Total |
| August-October 2019                               | 27        | 8   | 35    |
| November 2019-January 2020                        | 13        | 2   | 15    |
| February-April 2020                               | 21        | 4   | 25    |
| May-July 2020                                     |           |   | 0     |
|   |           |   | 75    |