

Complaints Statistics for May - July 2020

Month	Frontline	Investigation/ Frontline to Investigation	Total
May	3	2	5
June	4	2	6
July	4		4
			15
School/Directorate Complaint Regarding	Frontline	Investigation/ Frontline to Investigation	Total
External Relations (Student Recruitment & Admissions)	2		2
Finance	1		1
School of Art & Design	2		2
School of Business	1		1
School of Education & Social Work	3	2	5
School of Medicine	1		1
School of Science & Engineering	1	1	2
School of Social Sciences		1	1
			15
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions/Fee Status	2		2
Facilities and Equipment			0
Finance/Fees	5	1	6
Service Provision & Student Support	2		2
Staff/Student Conduct	1	2	3
Student Accommodation			0
Teaching/Assessment	1		1
University Policies, Procedures & Regulations		1	1
Other			0
			15

Category of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Student	9	4	13
Member of the Public/Parent	1		1
Applicant			0
Former Student			0
Group Complaint	1		1
Unknown (Anonymous)			15

Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	2		2
Upheld		1	1
Partially Upheld		1	1
Not Upheld		2	2
Not Accepted	2		2
Complaint Withdrawn			0
Complaint not under CHP jurisdiction	5		5
Resolved (but no confirmation received)	2		2
			15
Difference in Numbers Complaining each Quarter	Frontline	Investigation/ Frontline to Investigation	Total
August-October 2019	27	8	35
November 2019-January 2020	13	2	15
February-April 2020	21	4	25
May-July 2020	11	4	15
			90