

Complaints Statistics for November 2019 - January 2020

Month	Frontline	Investigation/ Frontline to Investigation	Total
November	7	2	9
December	3		3
January	3		3
			15
School/Directorate Complaint Regarding	Frontline	Investigation/ Frontline to Investigation	Total
Estates & Campus Services	1		1
External Relations (Student Recruitment & Admissions)	2		2
Library & Learning Centre	1		1
School of Art & Design	1		1
School of Humanities	1		1
School of Medicine		1	1
School of Nursing & Health Sciences	1		1
School of Science & Engineering	1		1
School of Science & Engineering/Student Services	1		1
School of Social Sciences	1		1
School of Social Sciences/Student Services		1	1
Student Services (Enquiry Centre)	1		1
Student Services (Registry)	1		1
University	1		1
			15
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions/Fee Status	2		2
Facilities and Equipment	1		1
Finance/Fees	2		2
Service Provision & Student Support	3		3
Staff/Student Conduct	2	1	3
Student Accommodation			0
Teaching/Assessment	2		2
University Policies, Procedures & Regulations	1	1	2
Other			0
			15

Category of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Student	11	2	13
Member of the Public/Parent			0
Applicant	2		2
Former Student			0
Group Complaint			0
Unknown (Anonymous)			15

Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	2		2
Upheld			0
Partially Upheld			0
Not Upheld		2	2
Not Accepted			0
Complainant did not engage with process - complaint closed	1		1
Complaint Withdrawn	1		1
Complaint not under CHP jurisdiction			0
Outcome given (but no confirmation received)	9		9
			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			0
May-July 2020			0
			50