

Complaints Statistics for August - October 2019

Month	Frontline	Investigation/ Frontline to Investigation	Total
August	6	3	9
September	12	2	14
October	9	3	12
			35
School/Directorate Complaint Regarding	Frontline	Investigation/ Frontline to Investigation	Total
Culture and Information	1		1
Estates & Campus Services (Botanic Garden)	1		1
External Relations (Student Recruitment & Admissions)	7	3	10
Library & Learning Centre	1		1
School of Art & Design		1	1
School of Business	1		1
School of Education & Social Work	2	2	4
School of Humanities	1		1
School of Humanities/Student Services	1	1	2
School of Life Sciences	1		1
School of Life Sciences/Student Services	1		1
School of Medicine	3		3
School of Nursing & Health Sciences	1		1
School of Science & Engineering	3		3
Student Services (Disability)	1		1
Student Services (Registry)	1	1	2
Other	1		1
			35
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions/Fee Status	7	3	10
Facilities and Equipment			0
Finance/Fees	4		4
Service Provision & Student Support	4	2	6
Staff/Student Conduct	5	1	6
Student Accommodation			0
Teaching/Assessment	5	1	6
University Policies, Procedures & Regulations	1		1
Other	1	1	2
			35
Category of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Student	12	3	15
Member of the Public/Parent	6	1	7
Applicant	6	2	8
Former Student	3	2	5
Group Complaint			0
Unknown (Anonymous)			0
			35
Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	11		11
Upheld			0
Partially Upheld		4	4
Not Upheld		1	1
Not Accepted	5		5
Unacceptable/Vexatious not taken further	1	1	2
Complainant did not engage with process - complaint closed	1	2	3
Complaint Withdrawn			0
Complaint not under CHP jurisdiction	5		5
Outcome given (but no confirmation received)	4		4
			35
Difference in Numbers Complaining each Quarter	Frontline	Investigation/ Frontline to Investigation	Total
August-October 2019	27	8	35
November 2019-January 2020			0
February-April 2020			0
May-July 2020			0
			35