

Complaints Statistics for February - April 2019

Month	Frontline	Investigation/ Frontline to Investigation	Total
February	4	1	5
March	4	4	8
April	3	3	6
			19
School/Directorate Complaint Regarding	Frontline	Investigation/ Frontline to Investigation	Total
Estates & Campus Services	1		1
Institute of Sport & Exercise		1	1
School of Art & Design	2		2
School of Social Sciences	1	1	2
School of Humanities	1	2	3
School of Science & Engineering	1		1
Student Services (Registry)	3	2	5
Student Services (Disability)/Life Sciences		1	1
Student Services (Enquiry Centre)		1	1
Student Recruitment & Admissions	2		2
			19
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions	2		2
Facilities and Equipment			0
Finance/Fees	2	1	3
Service Provision & Student Support	1	1	2
Staff/Student Conduct	2	1	3
Student Accommodation			0
Teaching/Assessment	1	2	3
University Policies, Procedures & Regulations	3	2	5
Other		1	1
			19
Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	7	4	11
Female	4	1	5
Parent (on behalf of student)		2	2

Group Complaint		1	1
Unknown (Anonymous)			0
			19
Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	2		2
Upheld		1	1
Partially Upheld		3	3
Not Upheld		4	4
Not Accepted	4		4
Complaint Withdrawn			0
Resolved (but no confirmation received)	5		5
Other Outcome			0
			19
Difference in Numbers Complaining each Quarter	Frontline	Investigation/ Frontline to Investigation	Total
August-October 2018	13	3	16
November 2018-January 2019	22	3	25
February-April 2019	11	8	19
May-July 2019			0
			60