

Complaints Statistics for May - July 2019

Month	Frontline	Investigation/ Frontline to Investigation	Total
May	3	2	5
June	5	1	6
July	3		3
			14
School/Directorate Complaint Regarding	Frontline	Investigation/ Frontline to Investigation	Total
External Relations (Student Recruitment & Admissions)	1	1	2
School of Art & Design	2		2
School of Education & Social Work	1	1	2
School of Medicine	1	1	2
School of Nursing & Health Sciences	1		1
School of Science & Engineering	4		4
School of Social Sciences/LLC	1		1
			14
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions/Fee Status	2	2	4
Facilities and Equipment	1		1
Finance/Fees			0
Service Provision & Student Support			0
Staff/Student Conduct		1	1
Student Accommodation			0
Teaching/Assessment	6		6
University Policies, Procedures & Regulations	2		2
Other			0
			14

Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	4	2	6
Female	4	1	5
Group Complaint	2		2
Parent of Student	1		1

Unknown (Anonymous)			0
			14

Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	1		1
Upheld			0
Partially Upheld		2	2
Not Upheld		1	1
Not Accepted	3		3
Complaint Withdrawn			0
Complaint not under CHP jurisdiction	1		1
Resolved (but no confirmation received)	6		6
			14
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	11	3	14
			74