

Complaints Statistics for November 2018 - January 2019

Month	Frontline	Investigation/ Frontline to Investigation	Total
November	12	3	15
December	4		4
January	6		6
			25
School/Directorate Complaint Relates to	Frontline	Investigation/ Frontline to Investigation	Total
Admissions	2		2
Estates & Campus Services	3	1	4
Other (Student Dispute)	5		5
School of Art & Design	1		1
School of Education & Social Work		1	1
School of Humanities	1		1
School of Nursing & Health Sciences	4		4
School of Science & Engineering	2		2
School of Social Sciences	1	1	2
Student Services (Hospitality)	1		1
Student Services(Residences)	1		1
Student Services (Disability)/Life Sciences	1		1
			25
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions/Fee Status	2		2
Facilities and Equipment	3		3
Finance/Fees			0
Service Provision & Student Support	3	1	4
Staff/Student Conduct	10	1	11
Student Accommodation			0
Teaching/Assessment	2		2
University Policies, Procedures & Regulations	1	1	2
Other	1		1
			25
Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	7	3	10
Female	14		14
Group Complaint (Parents)	1		1
Unknown (Anonymous)			0
			25
Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	3		3
Upheld			
Not Upheld	1	2	3
Partially Upheld			0
Not Accepted	4		4
Not taken forward as a complaint	1		1
Complaint Withdrawn	1		1
Resolved (but no confirmation received)	5		5
Complaint closed as student did not engage with process	1		1
Complaint taken forward by another public sector body under their CHP	1		1
Complaint not under CHP jurisdiction	5	1	6
			25
Difference in Numbers Complaining each Qu	Frontline	Investigation/ Frontline to Investigation	Total
August-October 2018	13	3	16
November 2018-January 2019	22	3	25
February-April 2019			0
May-July 2019			0
			41