

Complaints Statistics for August - October 2018

Month	Frontline	Investigation/ Frontline to Investigation	Total
August	5	1	6
September	3	1	4
October	5	1	6
			16
School/Directorate Complaint Relates to	Frontline	Investigation/ Frontline to Investigation	Total
Admissions & Student Recruitment	2	2	4
Institute of Sport & Exercise	1		1
School of Art & Design	2		2
School of Dentistry	1	1	2
School of Nursing & Health Sciences	3		3
School of Science & Engineering	2		2
School of Social Sciences	1		1
Student Services (Registry)	1		1
			16
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions/Fee Status	2	2	4
Facilities and Equipment			0
Finance/Fees	1		1
Service Provision & Student Support			0
Staff/Student Conduct	5		5
Student Accommodation			0
Teaching/Assessment	2	1	3
University Policies, Procedures & Regulations	2		2
Other	1		1
			16
Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	4	3	7
Female	9		9
Group Complaint (male and female)			0
Unknown (Anonymous)			0
			16
Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	6		6

Upheld			
Not Upheld		3	3
Partially Upheld			0
Not Accepted	4		4
Complaint Withdrawn			0
Resolved (but no confirmation received)	2		2
Complaint not considered further - out of time limit for raising a complaint	1		1
			16
		Investigation/ Frontline to Investigation	
Difference in Numbers Complaining each Quarter	Frontline		Total
August-October 2018	13	3	16
November 2018-January 2019			0
February-April 2019			0
May-July 2019			0
			16