

Complaints Statistics 2016/17

The University does not systematically record information about concerns, so the information given here relates to formal complaints.

Academic Year 2017/18

We had 94 formal complaints.

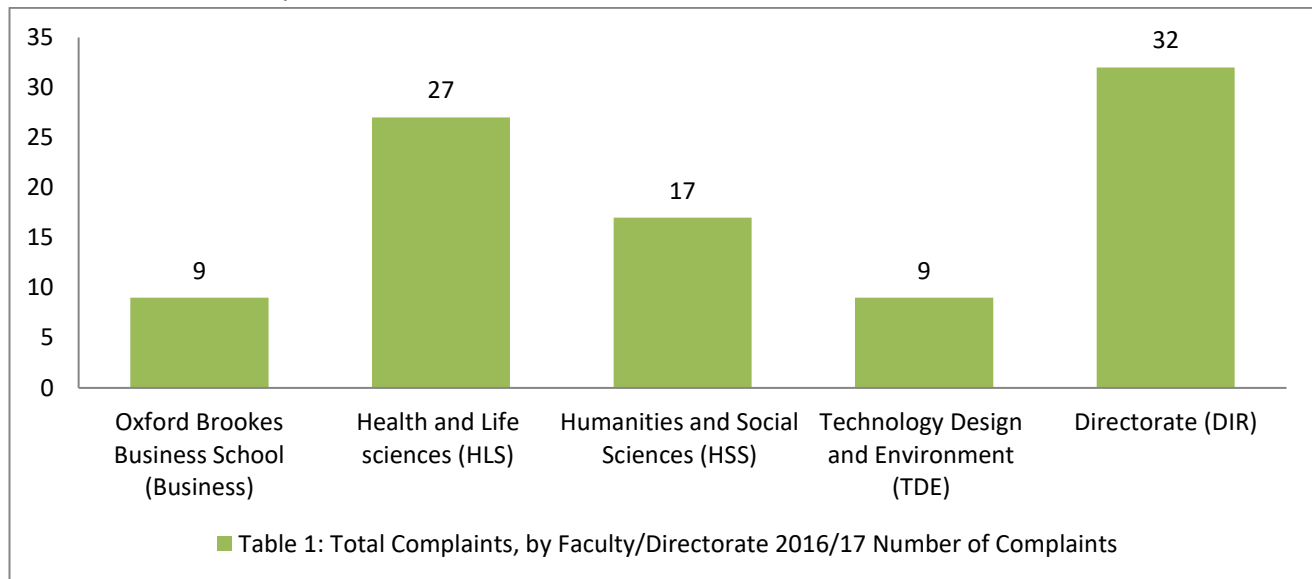


Chart 1

Table 1: Complaints, by Directorate for 2016/17	
Academic & Student Affairs (ASA)	16
Estates & Facilities Management (EFM)	12
Finance & Legal Services (FLS)	2
Corporate Affairs (CA)	0
Learning Resources (LR)	0
Human Resources (HR)	0
IT Services (ITS)	1
Marketing and Communications (MC)	1
Total	32

Table 1

The information given in this document was correct at the time of production (February 2020)

Total Complaints (2016/17)

This table shows how many complaints were requested at the first level, as well as the number of requests to progress to subsequent levels of the procedure.

Table 2: Complaints Across Levels 1 and 2 for 2016/17			
Faculty/Directorate	Level 1	Level 2	Percentage (%) Escalated
Business	3	0	0
HLS	19	6	31.5%
HSS	8	2	0.25%
TDE	6	2	33.3%
Directorates	26	3	11.5%
Total	62	13	22.80%

Table 2

* This table does not include pre - level 1 (not admissible by SDO) of which there were 34. 11 students requested a review and the Academic Registrar upheld 3 of students review requests.

Outcomes (2016/17)

Table 3: Outcomes Across All Levels 2016/17				
Outcome	Level 1	Percentage (%) of Level 1	Level 2	Percentage (%)* of Level 2 Complaints
Justified	15	21%	1	7.1%
Partly Justified	20	24%	5	35.7%
Not Justified	25	55%	8	57.1%
Withdrawn	2	3.2%	0	0
Total	62		14	

Table 3

Diversity Information

Complainants' Disability (If declared) (2016/17)

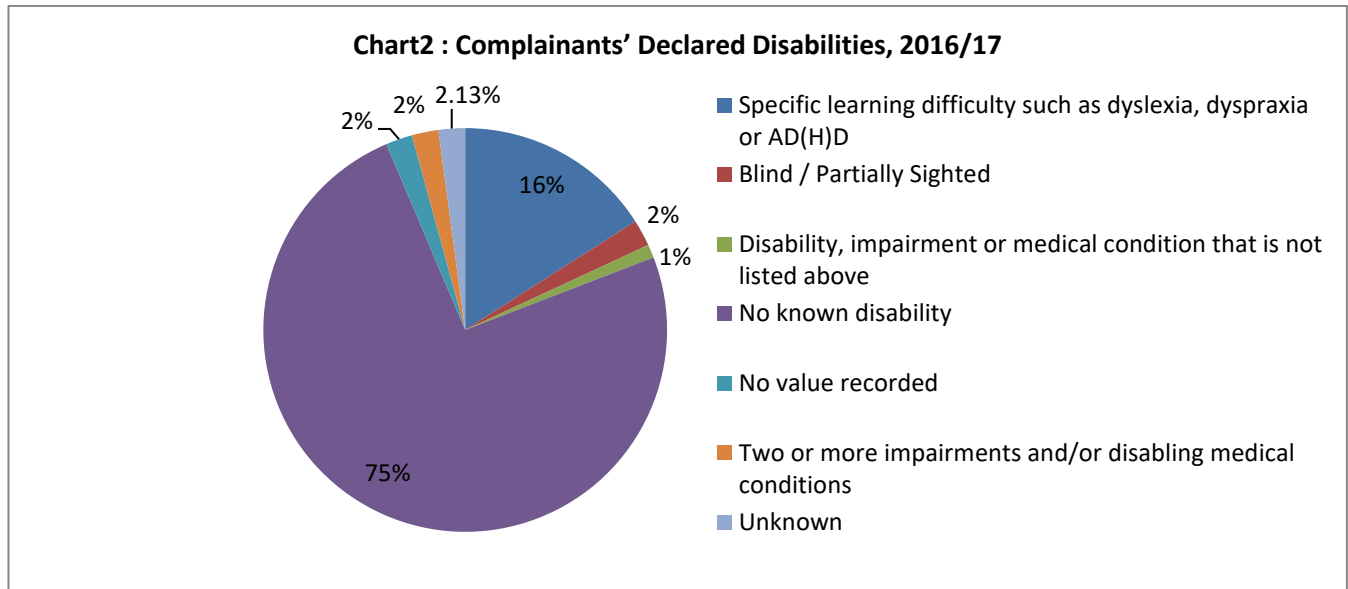


Chart 2

University Students' Disability (If declared) (2016/17)

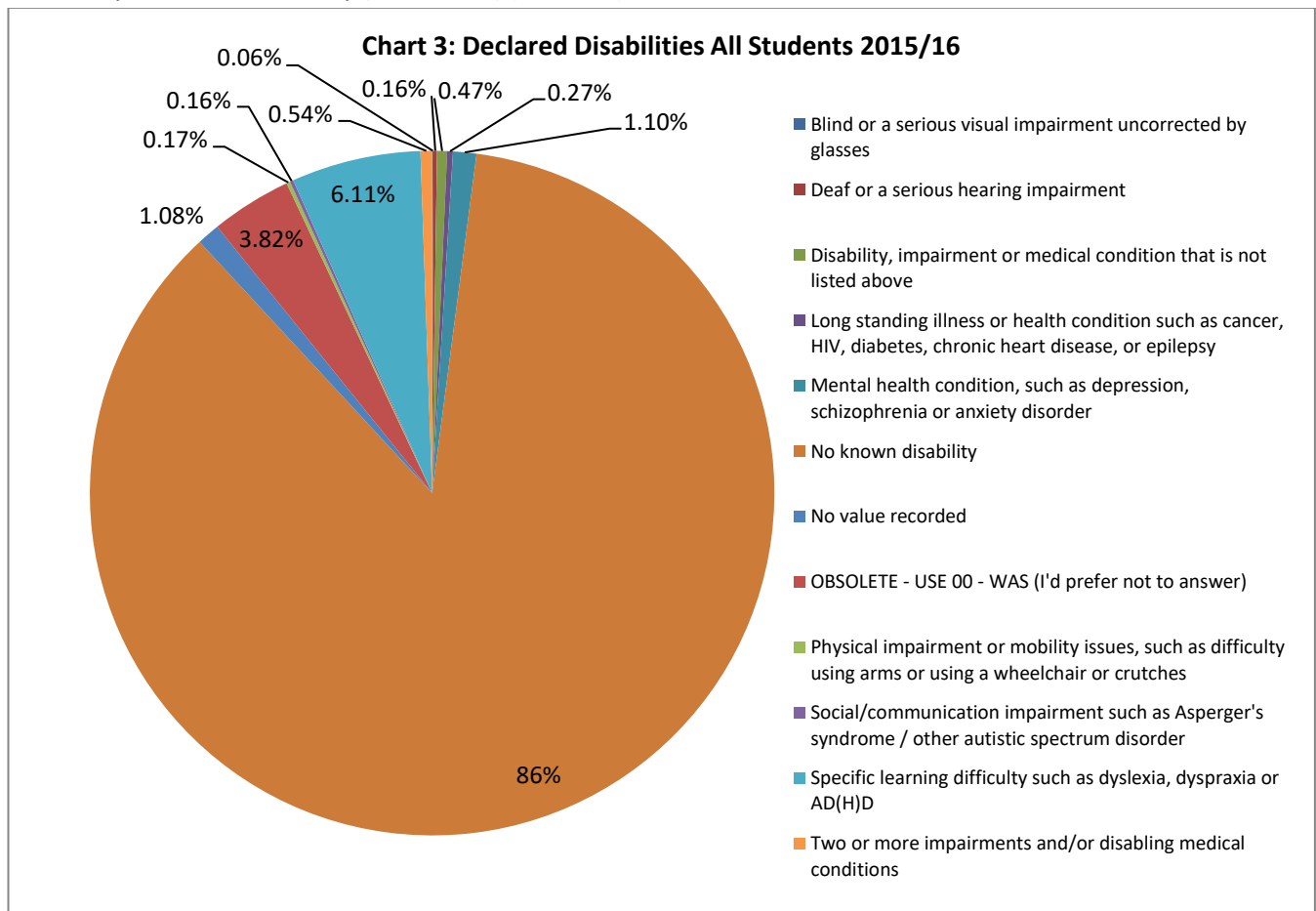


Chart 3

Complainants' Ethnicity (2016/17)

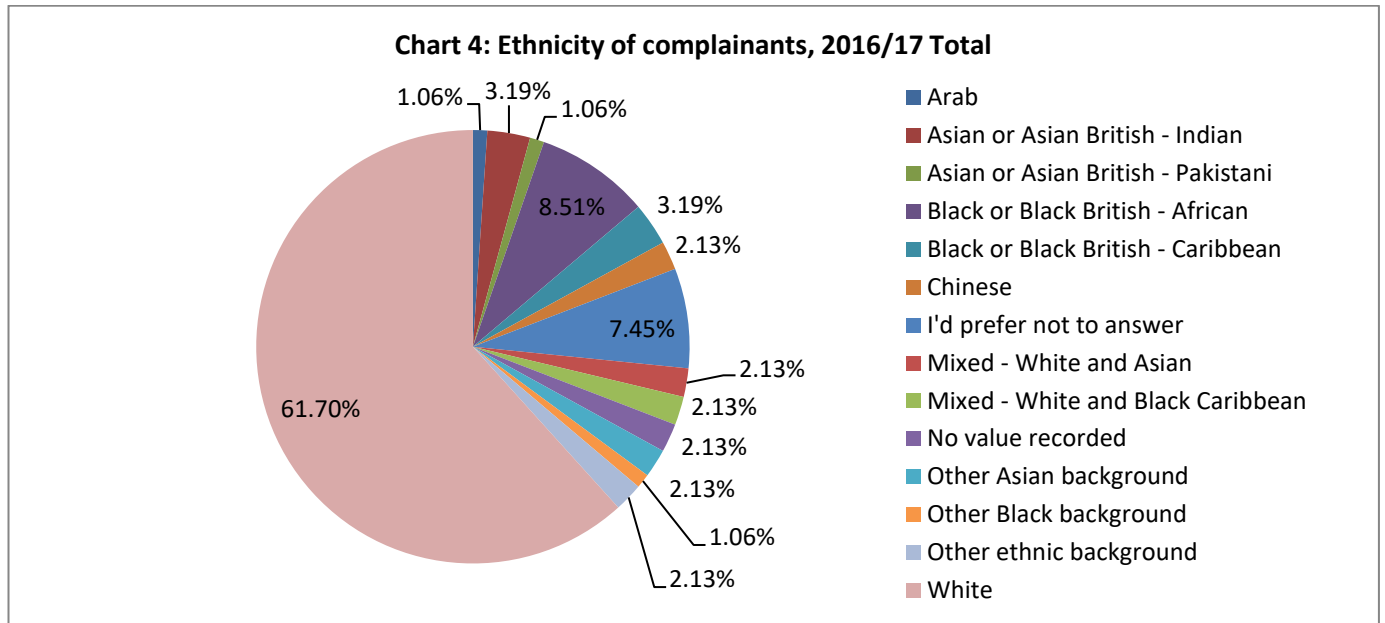


Chart 4

University Students' Ethnicity (2016/17)

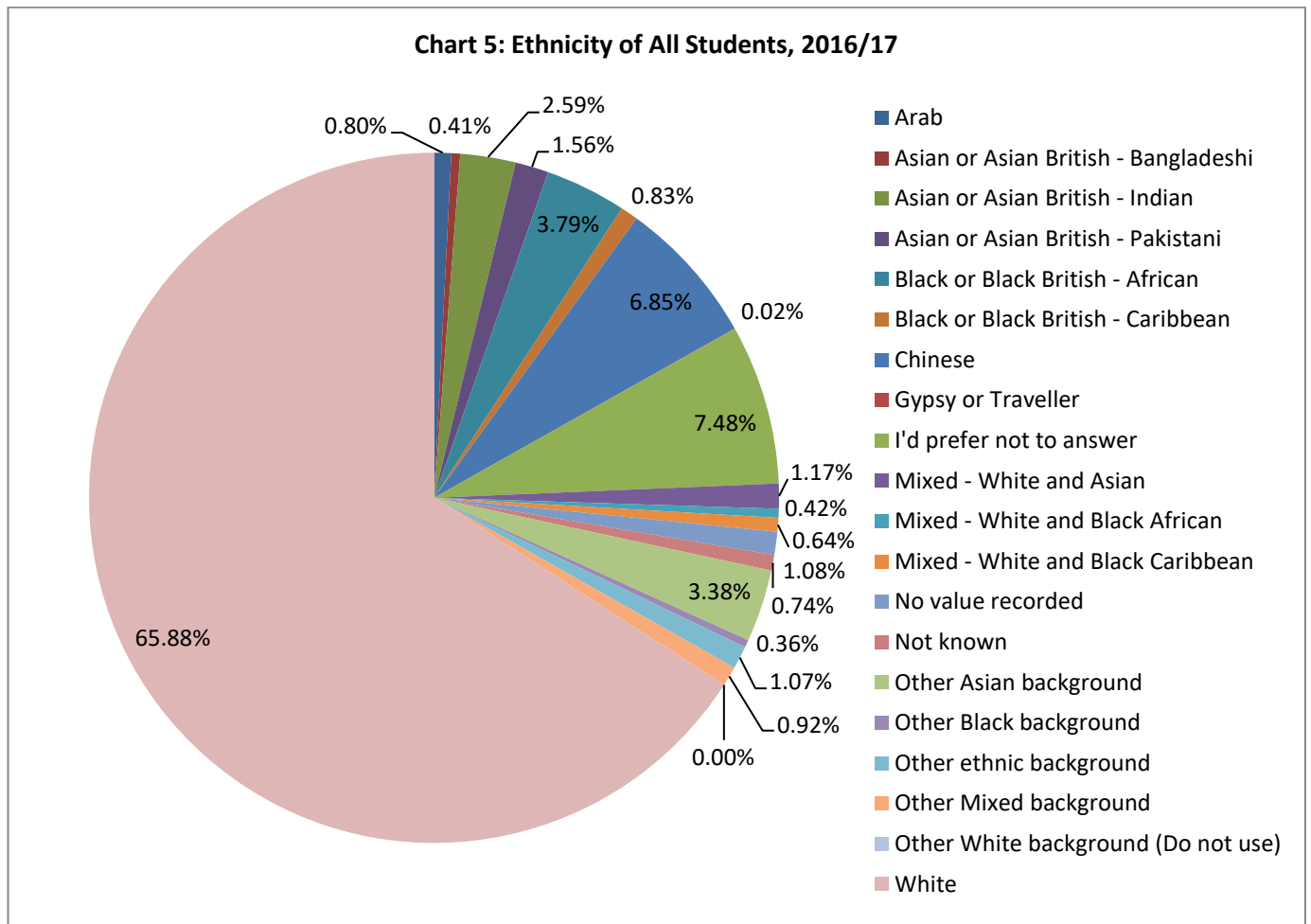


Chart 5

Gender (2016/17)

Table 5: Gender of Complainants Compared to All Students 2016/17			
Gender	Number of complainants	Percentage (%) of total complainants	All Students 2016/17 and percentage (%) of total
Male	33	35.10%	38.95%
Female	61	64.89%	61.0%
Other	0	0.00%	0.04%

Complaints data from previous years 2010/11-2016/17

Table 6: Number of complaints from previous years 2010/11- 2016/17			
Year	Faculties	Directorates	TOTAL
2010/11	45	15	60
2011/12	73	13	86
2012/13	69	13	82
2013/14	53	24	77
2014/15	49	17	66
2015/16	69	27	96
2016/17	62	32	94