

Complaints Statistics 2017/18

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

Academic Year 2017/18

We had 103 formal complaints.

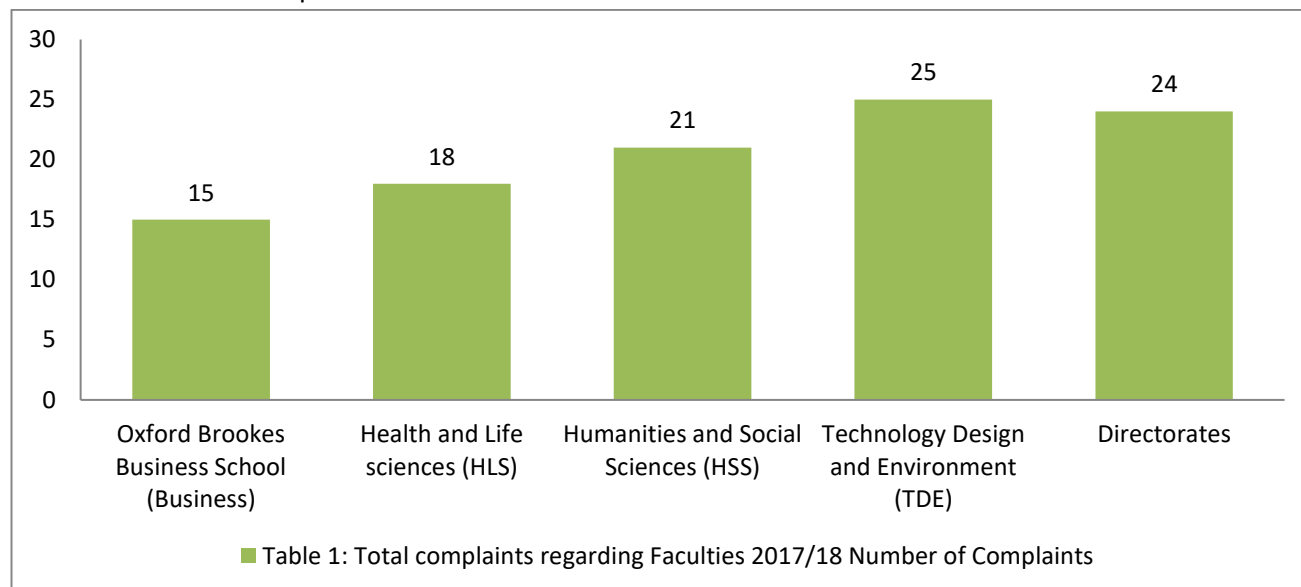


Chart 1

Table 1: Breakdown of complaints regarding directorates 2017/18	
Academic & Student Affairs (ASA)	13
Estates & Facilities Management (EFM)	10
Finance & Legal Services (FLS)	1
Corporate Affairs (CA)	0
Learning Resources (LR)	0
Human Resources (HR)	0
IT Services (ITS)	0
Marketing and Communications (MC)	0
Total	24

Table 1

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

Total Complaints (2017/18)

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 That Reached Levels 1 and 2 for 2017/18*			
Faculty/Directorate	Level 1	Level 2	Percentage (%)
Business	8	0	0
HLS	11	2	18
HSS	12	3	25
TDE	19	9	47
Directorates	19	3	16
Total	69	17	

Table 2

* This table does not include pre - level 1 (not admissible by SDO) of which there were 30, or the 4 cases that were withdrawn.

Outcomes (2017/18)

Table 3: Outcomes Across All Levels 2017/18				
Outcome	Level 1	Percentage (%) of	Level 2	Percentage (%) of
Justified	18	26	2	12
Partly Justified	21	31	8	47
Not Justified	29	43	7	41
Withdrawn	0	0	0	0
Total	68*		17	

Table 3

*One case went directly to level 2

Diversity Information

Complainants' Disability (If declared) (2017/18)

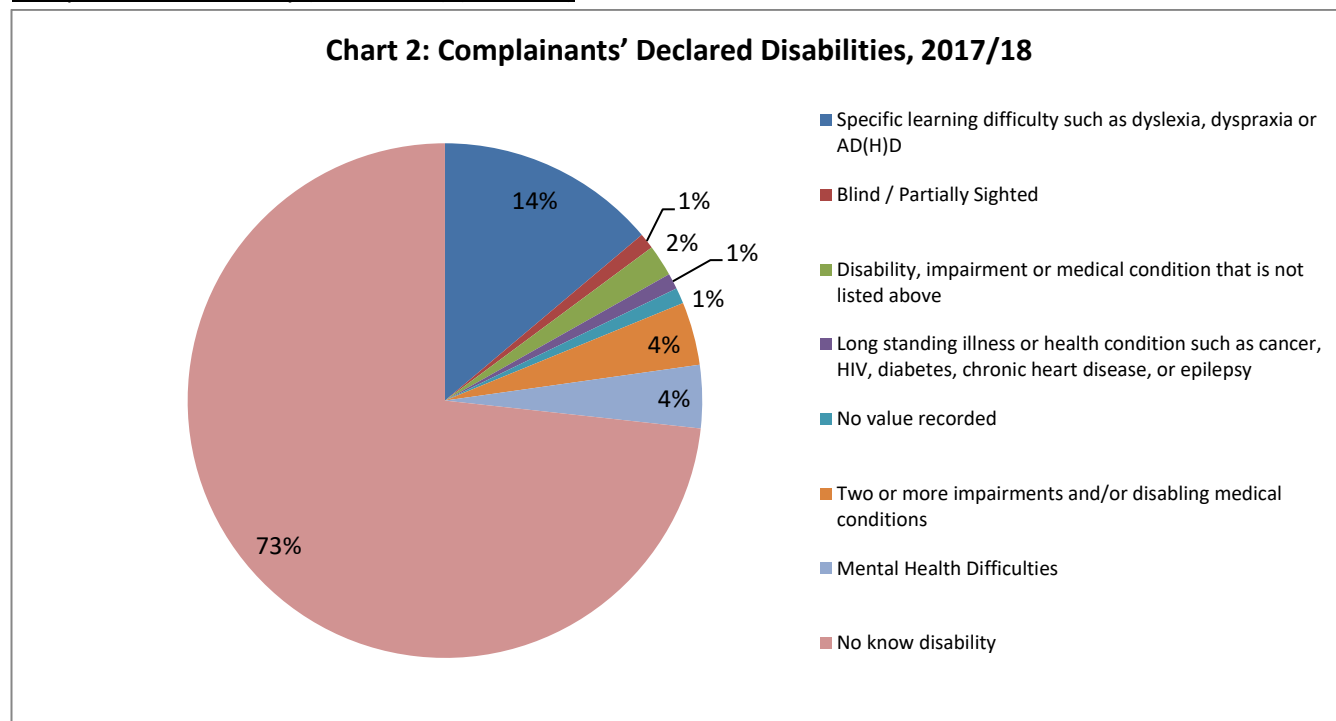


Chart 2

University Students' Disability (If declared) (2017/18)

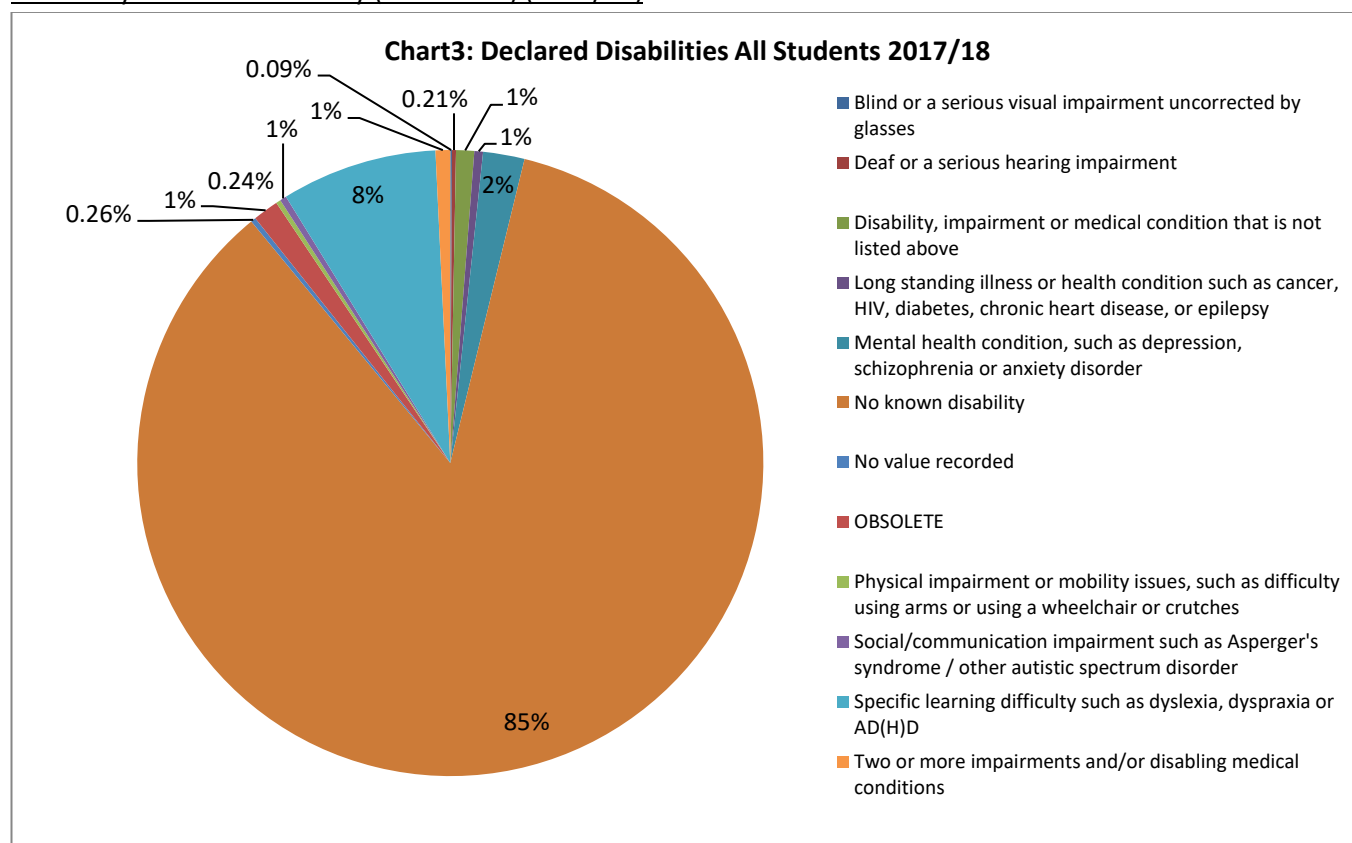


Chart 3

Complainants' Ethnicity (2017/18)

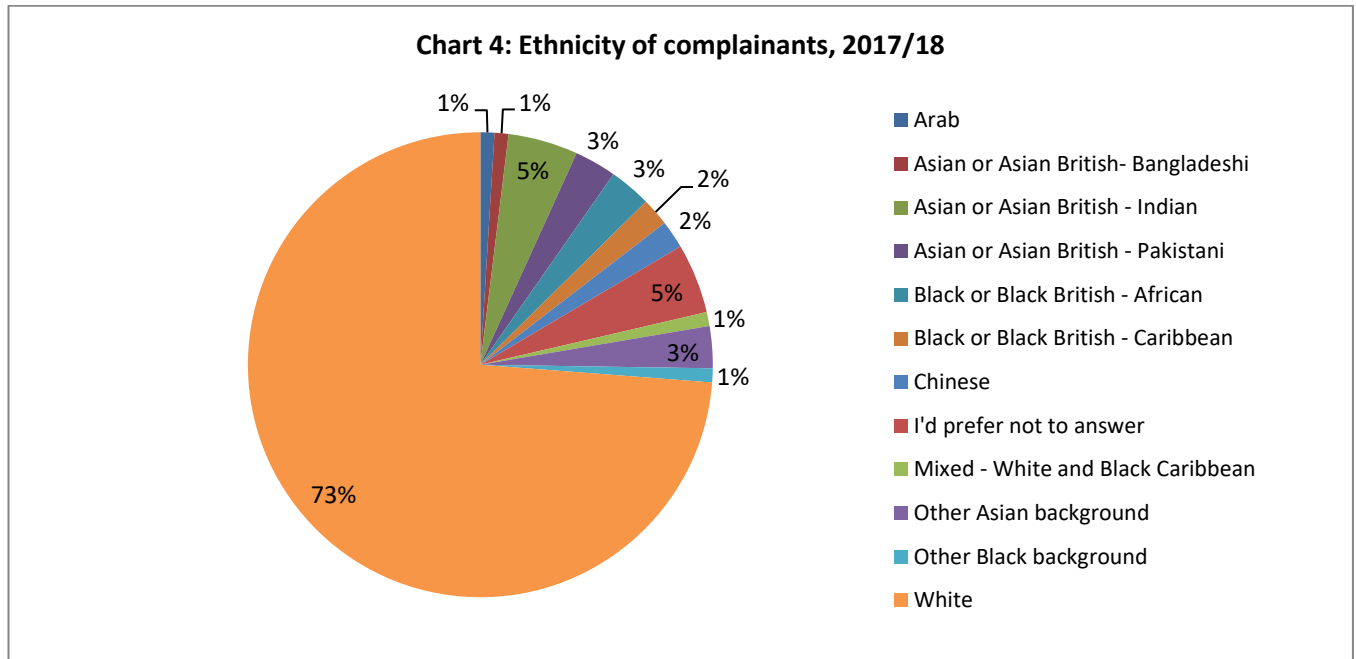


Chart 4

University Students' Ethnicity (2017/18)

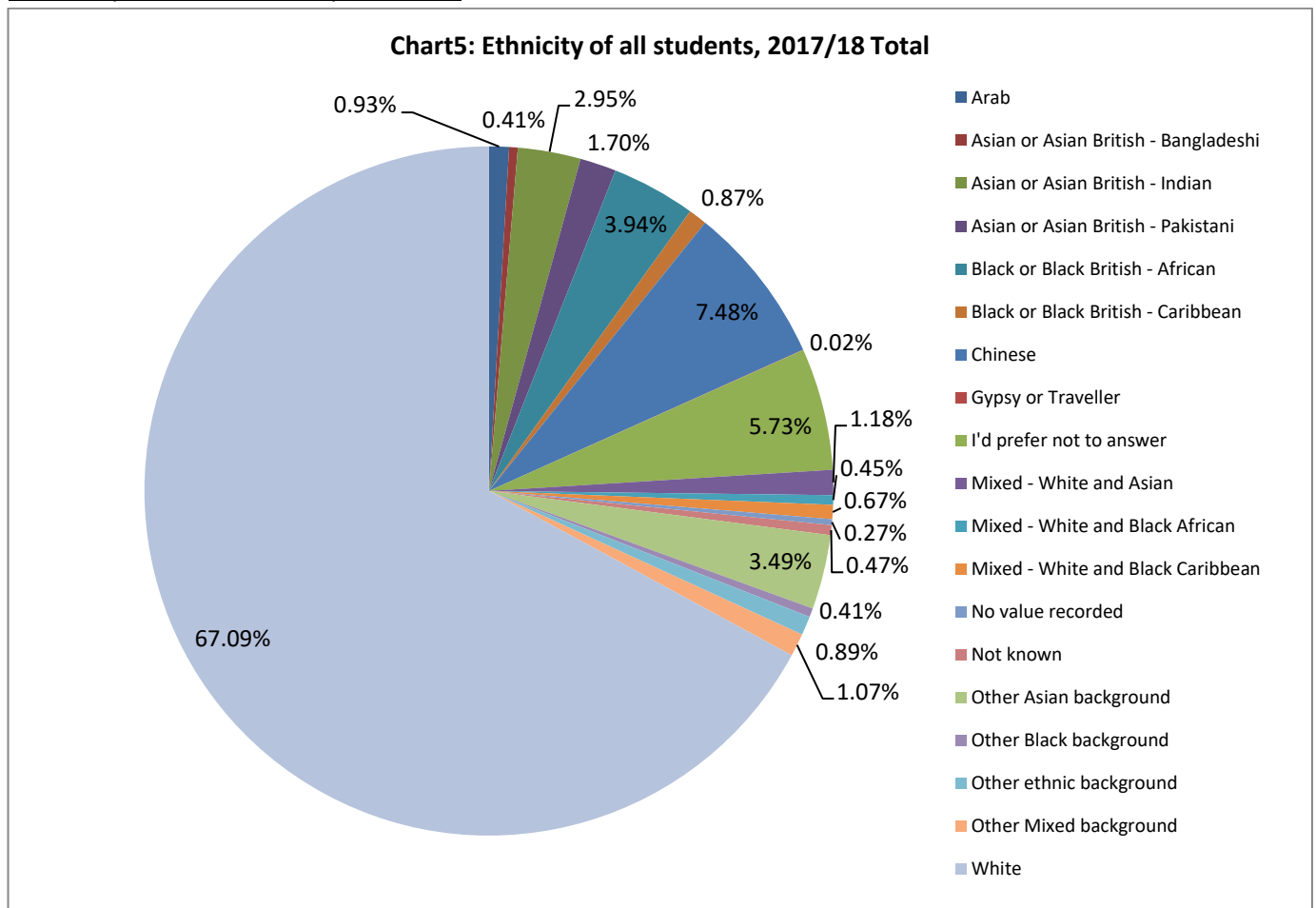


Chart 5

Gender (2017/18)

Table 4: Gender of Complainants Compared to All Students 2017/18			
Gender	Number of complainants	Percentage (%) of total	Percentage of all students
Male	33	35.10%	38.07%
Female	61	64.89%	61.86%
Other	0	0.00%	0.07%

Complaints date from previous years 2010/11-2017/18

Table 5: 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
2017/18	79	24	103