

### Complaints Statistics 2019/20

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

#### Academic Year 2019/20

We had 127 formal complaints.

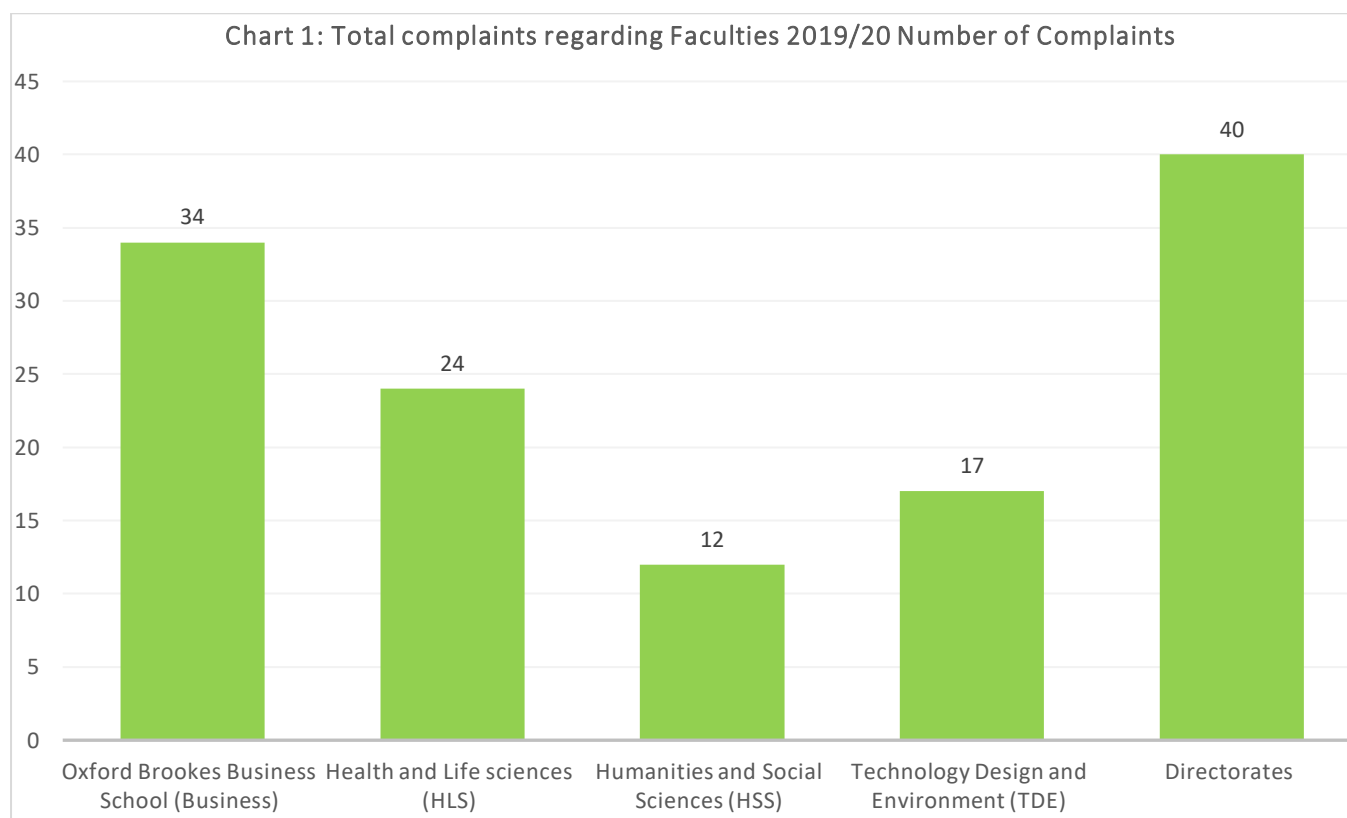


Table 1: Breakdown of complaints regarding directorates 2019/20	
Academic & Student Affairs (ASA)	21
Estates & Facilities Management (EFM)	13
Finance & Legal Services (FLS)	6
Corporate Affairs (CA)	0
Learning Resources (LR)	0
Human Resources (HR)	0
IT Services (ITS)	0
Marketing and Communications (MC)	0
<b>Total</b>	<b>40</b>

The information given in this document was correct at the time of production (February 2021)

### Total Complaints (2019/20)

This table shows how many complaints were received by the University.

<b>Table 2: Complaints received 2019/20</b>	
<b>Faculty/ Directorate</b>	<b>Number of complaints</b>
Business	34
HLS	24
HSS	12
TDE	17
Directorates	40
<b>TOTAL</b>	<b>127</b>

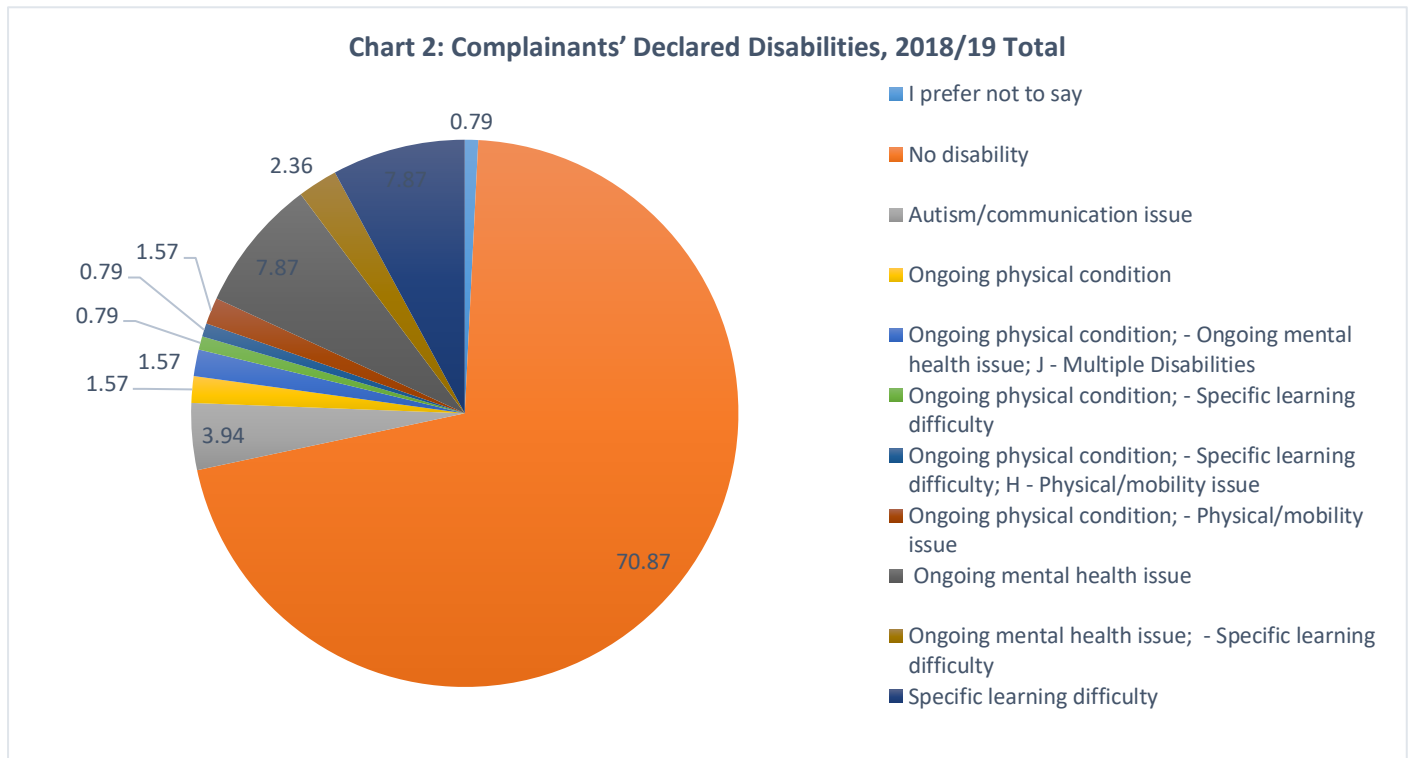
### Outcomes (2019/20)

<b>Table 3: Outcomes Across All Levels 2019/20</b>				
<b>Outcome</b>	<b>Level 1</b>	<b>Percentage (%) of Level 1</b>	<b>Level 2</b>	<b>Percentage (%) of</b>
Justified	31	29.52	0	0.00
Partly justified	49	46.67	8	32.00
Not justified	20	19.05	17	68.00
<b>Total</b>	<b>105</b>	<b>100.00</b>	<b>25</b>	<b>100.00</b>

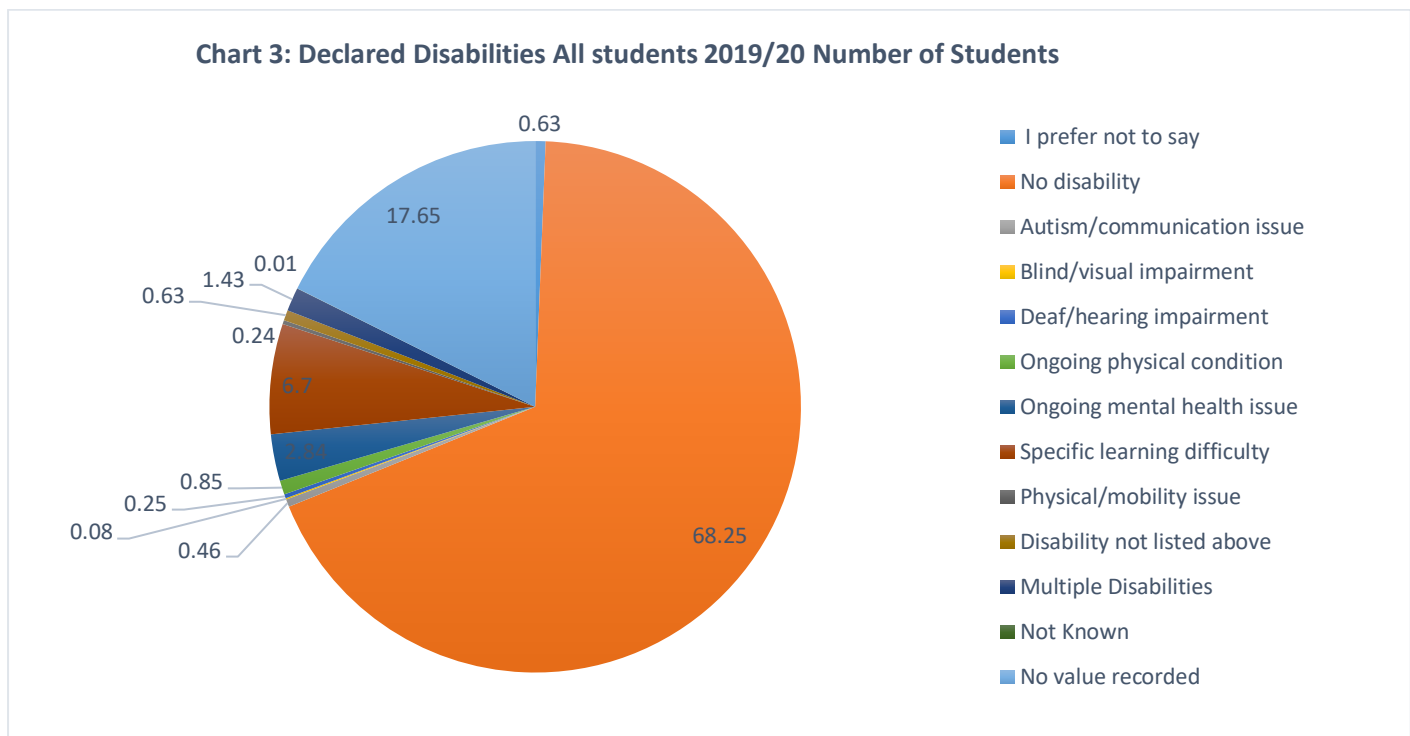
And there were 19 cases that were not admissible i.e. did not go to Level 1

**Diversity Information**

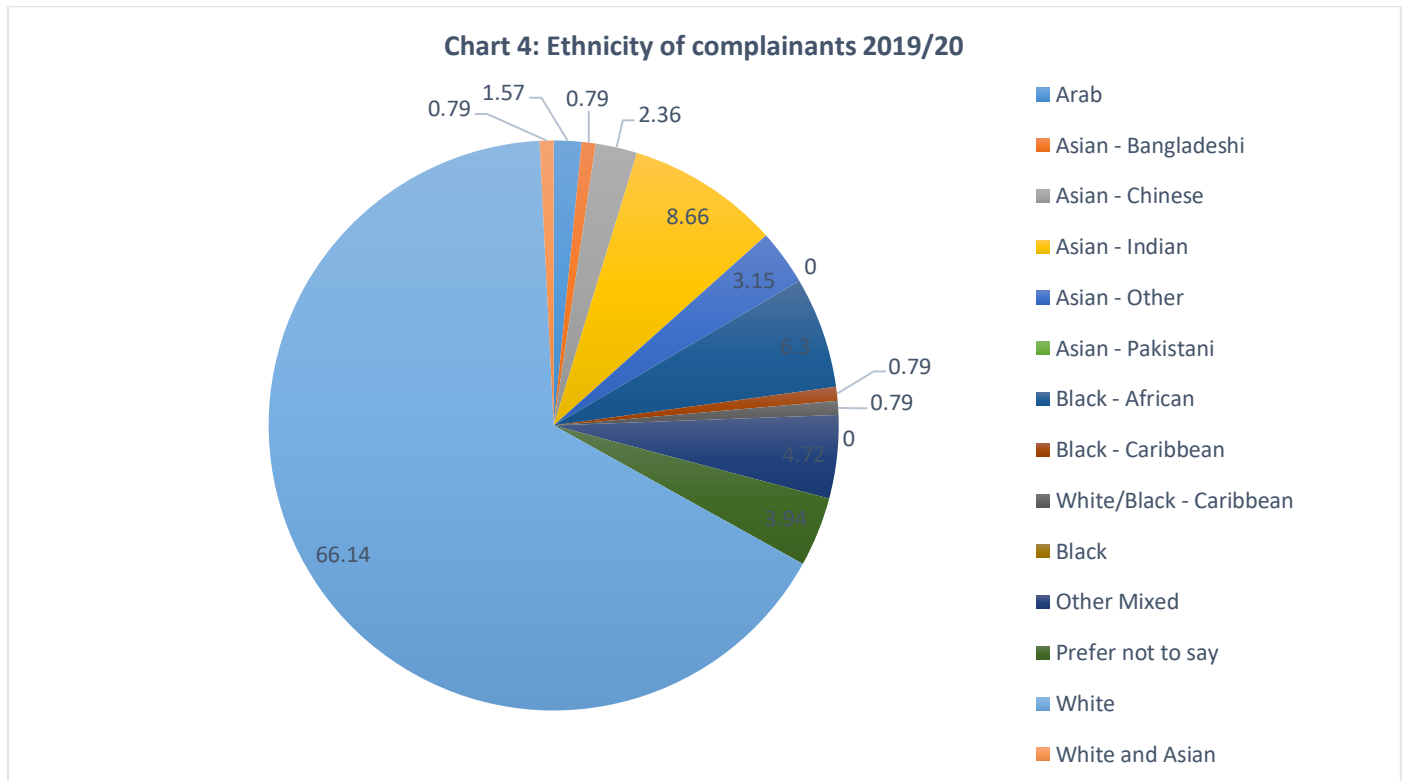
**Complainants' Disability (If declared)**



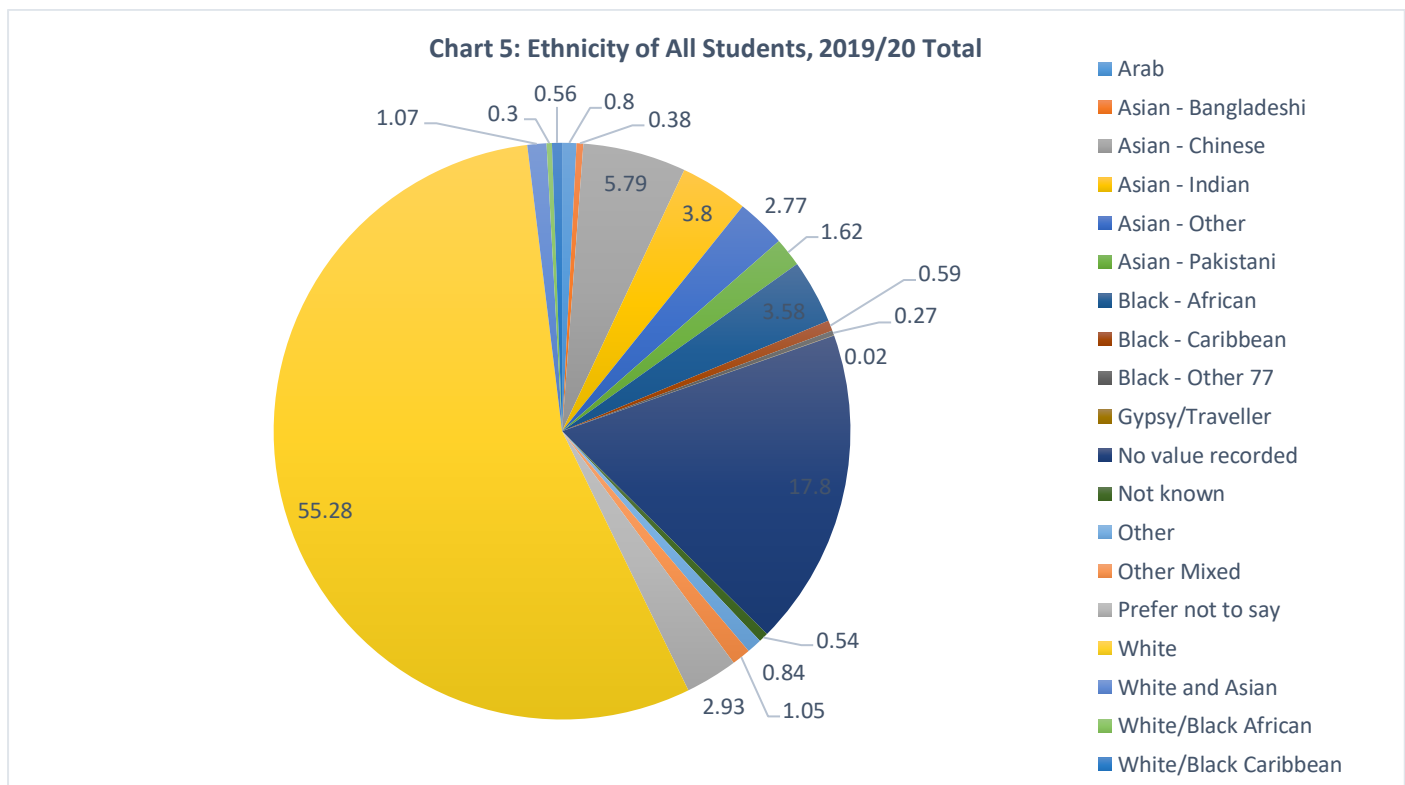
**University Students' Disability (If declared)**



**Complainants' Ethnicity**



**University Students' Ethnicity**



Gender (2019/20)

<b>Table 4: Gender of Complainants Compared to All Students 2019/2020</b>			
<b>Gender</b>	<b>Number of complainants</b>	<b>(%) of total complainants</b>	<b>Percentage of all students</b>
<b>Male</b>	<b>50</b>	<b>39.37</b>	<b>42.42</b>
<b>Female</b>	<b>77</b>	<b>60.63</b>	<b>57.41</b>
<b>Other</b>	<b>0</b>	<b>0.00</b>	<b>0.16</b>

Complaints data from previous years 2010/11-2019/20

<b>Table 5: Number of complaints from previous years 2010/11- 2019/20</b>			
<b>Year</b>	<b>Faculties</b>	<b>Directorates</b>	<b>TOTAL</b>
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	34	103
2018-19	63	30	93
<b>2019-20</b>	<b>87</b>	<b>40</b>	<b>127</b>