

**Complaints Statistics 2018/19**

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

**Academic Year 2018/19**

We had 93 formal complaints.

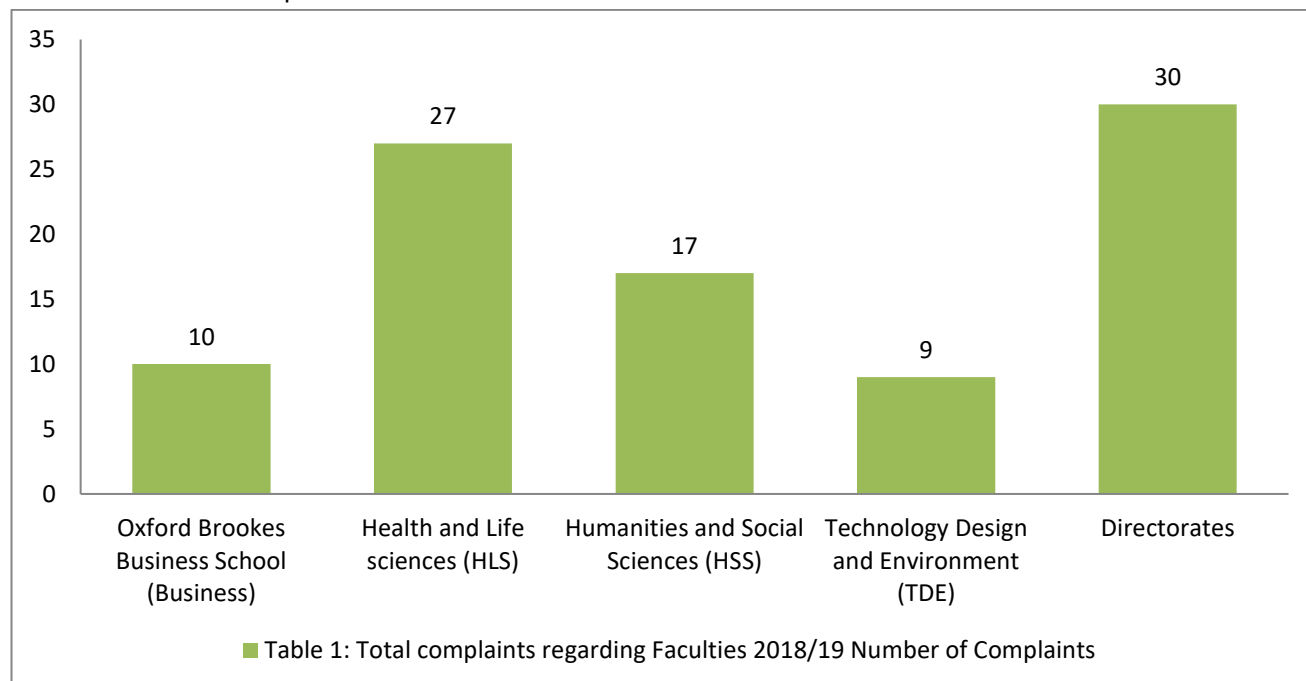


Chart 1

<b>Table 1: Breakdown of complaints regarding directorates 2018/19</b>	
Academic & Student Affairs (ASA)	14
Estates & Facilities Management (EFM)	16
Finance & Legal Services (FLS)	0
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>30</b>

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

Total Complaints (2018/19)

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.

<b>Table 2: Complaints That Reached Levels 1 and 2 for 2017/18*</b>			
<b>Faculty/Directorate</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Escalated</b>
Business	10	0	0
HLS	27	2	7%
HSS	17	1	6%
TDE	9	4	44%
Directorates	30	6	20%
<b>Total</b>	<b>93</b>	<b>13</b>	

\* This table does not include pre - level 1 (not admissible by SDO or withdrawn) of which there were 23.

Outcomes ( 2018/19)

<b>Table 3: Outcomes Across All Levels 2017/18</b>				
<b>Outcome</b>	<b>Level 1</b>	<b>Percentage (%) of</b>	<b>Level 2</b>	<b>Percentage (%) of</b>
Justified	10	14	0	0
Partly Justified	32	46	1	8
Not Justified	27	39	12	92
Withdrawn	1*	1	0	0
<b>Total</b>	<b>70</b>	<b>100</b>	<b>13</b>	<b>100</b>

Diversity Information

Complainants' Disability (If declared)

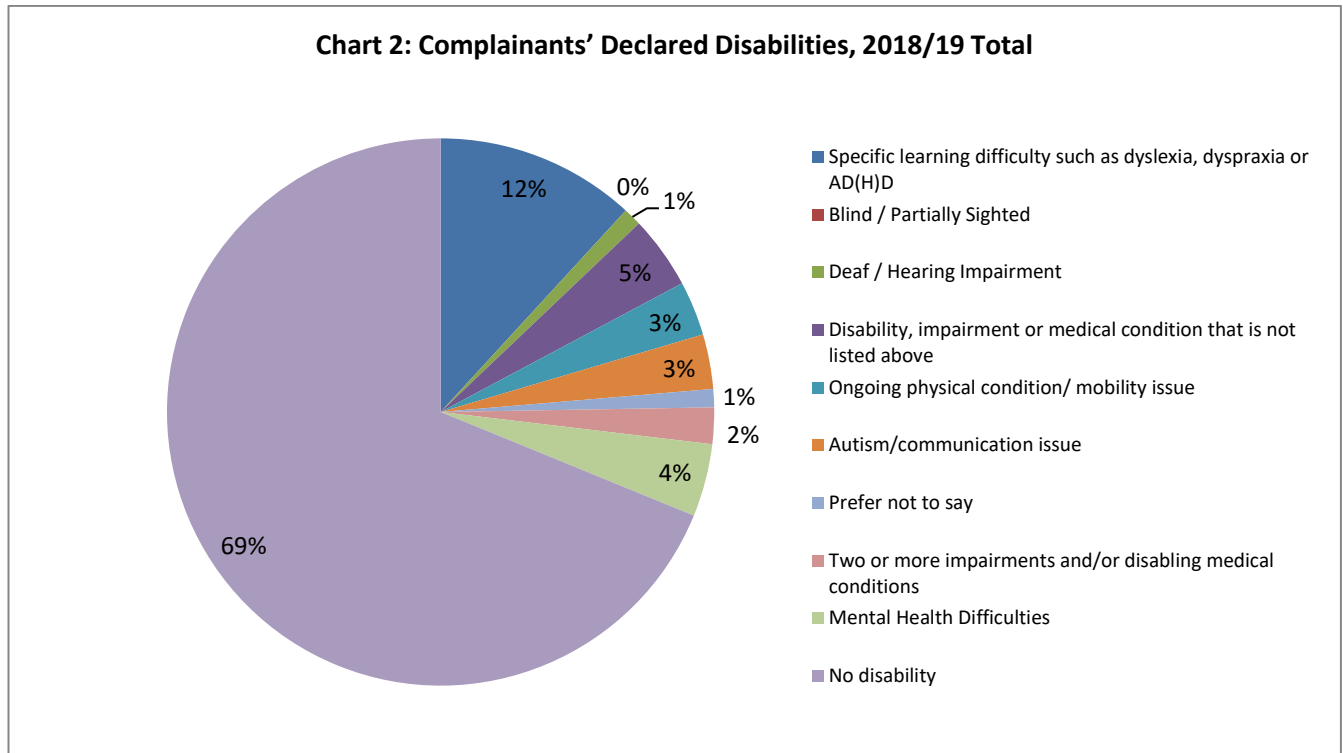


Chart 2

University Students' Disability (If declared)

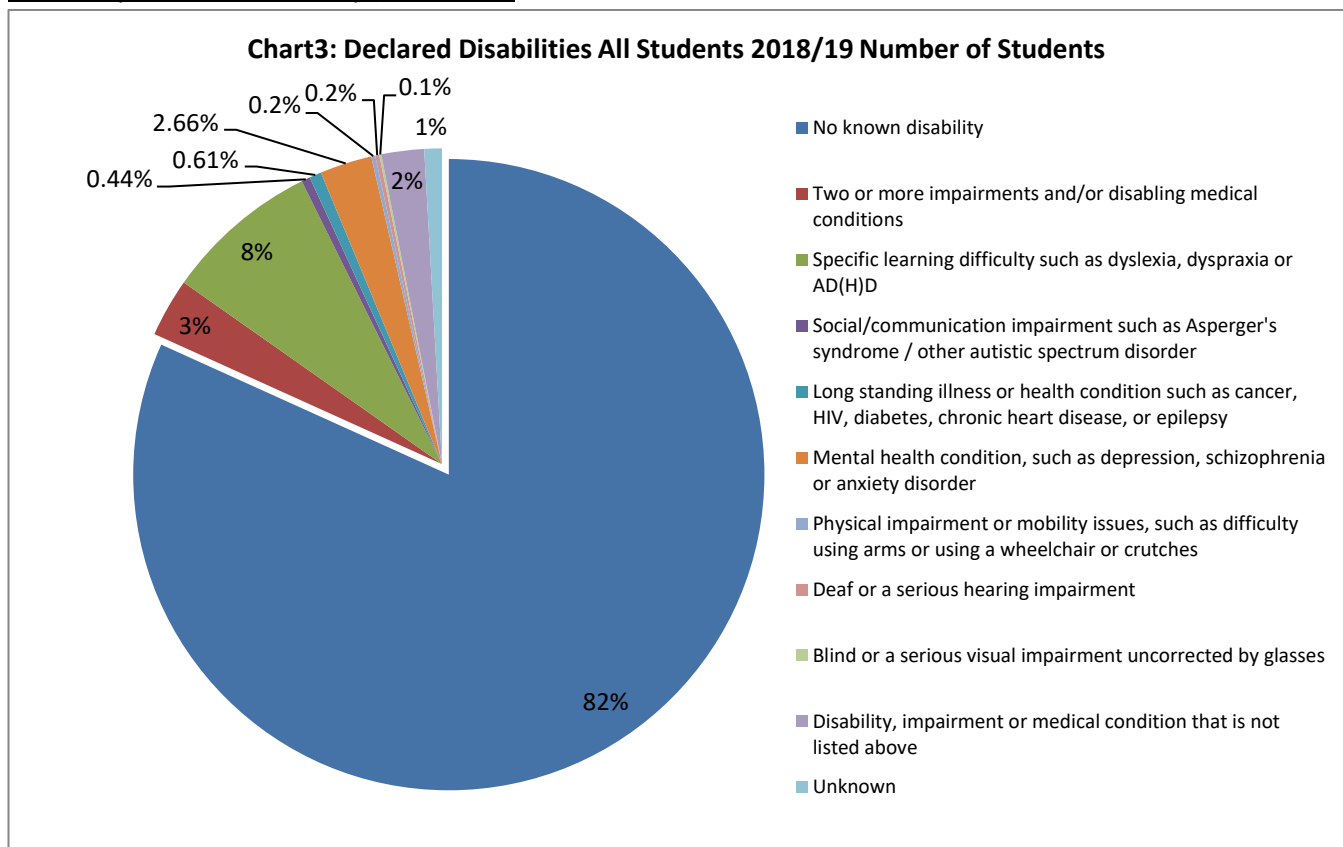


Chart 3

Complainants' Ethnicity

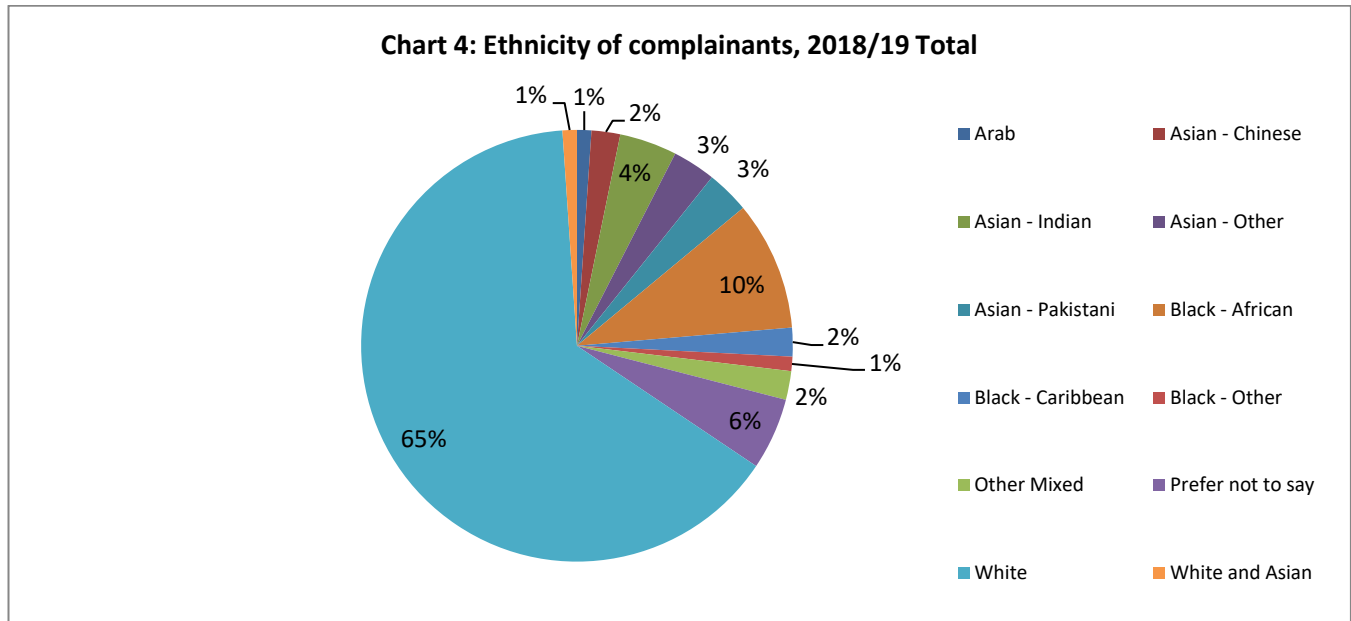


Chart 4

University Students' Ethnicity

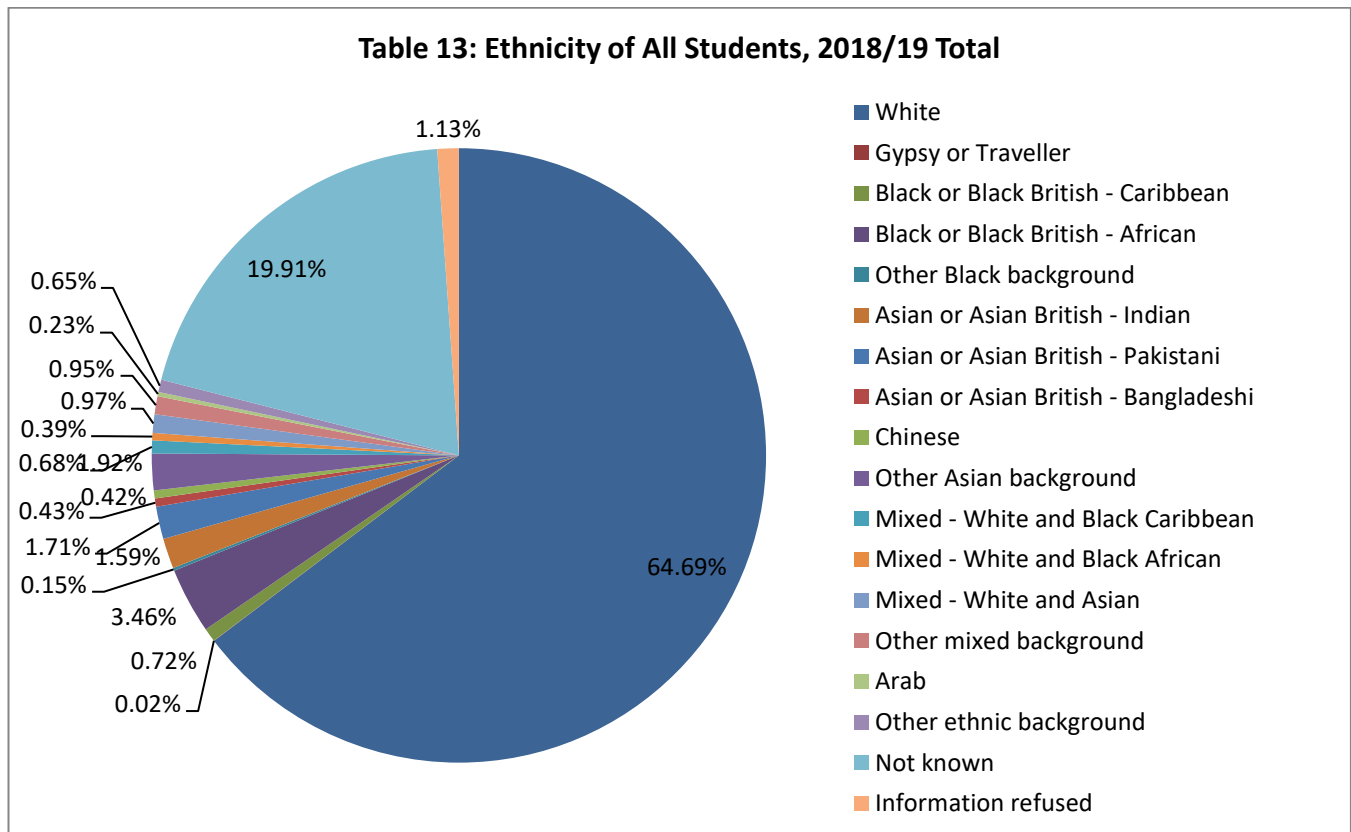


Chart 5

Gender (2018/19)

<b>Table 4: Gender of Complainants Compared to All Students 2017/18</b>			
<b>Gender</b>	<b>Number of complainants</b>	<b>(%) of total complainants</b>	<b>Percentage of all students</b>
<b>Male</b>	42	45	39.5
<b>Female</b>	51	55	60.4
<b>Other</b>	0	0	0.1

Complaints data from previous years 2010/11-2018/19

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
2018/19	63	30	93