## **Complaints Statistics for February - April 2019**

		Investigation/	
		Frontline to	
Month	Frontline	Investigation	Total
February	4	1	5
March	4	4	8
April	3	3	6
			19
		Investigation/	
		Frontline to	
School/Directorate Complaint Regarding	Frontline	Investigation	Total
Estates & Campus Services	1		1
Institute of Sport & Exercise		1	1
School of Art & Design	2		2
School of Social Sciences	1	1	2
School of Humanities	1	2	3
School of Science & Engineering	1		1
Student Services (Registry)	3	2	5
Student Services (Disability)/Life Sciences		1	1
Student Services (Enquiry Centre)		1	1
Student Recruitment & Admissions	2		2
			19
		Investigation/	
		Frontline to	
Nature of Complaint	Frontline	Investigation	Total
Nature of Complaint Admissions	Frontline 2		Total 2
-			
Admissions			2
Admissions Facilities and Equipment	2	Investigation	2
Admissions Facilities and Equipment Finance/Fees	2	Investigation  1	2 0 3
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support	2 2 1	Investigation  1 1	2 0 3 2
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support Staff/Student Conduct	2 2 1	Investigation  1 1	2 0 3 2 3
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support Staff/Student Conduct Student Accommodation Teaching/Assessment	2 2 1 2	Investigation  1 1 1	2 0 3 2 3 0
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support Staff/Student Conduct Student Accommodation	2 2 1 2	Investigation  1 1 1	2 0 3 2 3 0
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support Staff/Student Conduct Student Accommodation Teaching/Assessment University Policies, Procedures &	2 2 1 2	1 1 1 2	2 0 3 2 3 0 3
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support Staff/Student Conduct Student Accommodation Teaching/Assessment University Policies, Procedures & Regulations	2 2 1 2	Investigation  1 1 1 2	2 0 3 2 3 0 3
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support Staff/Student Conduct Student Accommodation Teaching/Assessment University Policies, Procedures & Regulations	2 2 1 2	Investigation  1 1 1 2	2 0 3 2 3 0 3 5 1
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support Staff/Student Conduct Student Accommodation Teaching/Assessment University Policies, Procedures & Regulations	2 2 1 2	Investigation  1 1 2 2 1	2 0 3 2 3 0 3 5 1
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support Staff/Student Conduct Student Accommodation Teaching/Assessment University Policies, Procedures & Regulations	2 2 1 2	Investigation  1 1 1 2	2 0 3 2 3 0 3 5 1
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support Staff/Student Conduct Student Accommodation Teaching/Assessment University Policies, Procedures & Regulations	2 2 1 2	Investigation  1 1 1 2 2 1 Investigation/	2 0 3 2 3 0 3 5 1
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support Staff/Student Conduct Student Accommodation Teaching/Assessment University Policies, Procedures & Regulations Other	2 1 2 1 3	Investigation  1 1 1 2 2 1 Investigation/Frontline to	2 0 3 2 3 0 3 5 1 19
Admissions Facilities and Equipment Finance/Fees Service Provision & Student Support Staff/Student Conduct Student Accommodation Teaching/Assessment University Policies, Procedures & Regulations Other  Gender of Complainant	2 2 1 2 1 3 3 Frontline	Investigation  1 1 1 2 2 1 Investigation/Frontline to Investigation	2 0 3 2 3 0 3 5 1 19

Group Complaint		1	1
Unknown (Anonymous)			0
			19
		Investigation/ Frontline to	
Outcome of Complaint	Frontline	Investigation	Total
Outcome Accepted	2		2
Upheld		1	1
Partially Upheld		3	3
Not Upheld		4	4
Not Accepted	4		4
Complaint Withdrawn			0
Resolved (but no confirmation received)	5		5
Other Outcome			0
			19
Difference in Numbers Complaining each		Investigation/ Frontline to	
Quarter	Frontline	Investigation	Total
August-October 2018	13	3	16
November 2018-January 2019	22	3	25
February-April 2019	11	8	19
May-July 2019			0
			60