

Complaints Statistics for February - April 2018

Month	Frontline	Investigation/ Frontline to Investigation	Total
February	4	1	5
March	7	1	8
April	6	1	7
			20
School/Directorate Complaint Regarding	Frontline	Investigation/ Frontline to Investigation	Total
ACG	1		1
School of Art & Design	2		2
Library & Learning Centre	2		2
School of Education & Social Work		2	2
School of Dentistry		1	1
School of Social Sciences	2		2
School of Humanities	1		1
School of Life Sciences	1		1
School of Science & Engineering	2		2
UoD IT	1		1
School of Nursing & Health Sciences	4		4
Estates & Campus Services/ISE	1		1
			20
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions			0
Facilities and Equipment			0
Finance/Fees	1	1	2
Service Provision & Student Support	1	1	2
Staff/Student Conduct	5		5
Student Accommodation	1		1
Teaching/Assessment	4	1	5
University Policies, Procedures & Regulations	4		4
Other	1		1
			20
Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	9	2	11

Female	6	1	7
Group Complaint	2		2
Unknown (Anonymous)			0
			20
Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	15		15
Partially Upheld			0
Not Accepted		1	1
Complaint Withdrawn			0
Resolved (but no confirmation received)	2	2	4
Other Outcome			0
			20
Difference in Numbers Complaining each Quarter	Frontline	Investigation/ Frontline to Investigation	Total
August-October 2017	5	3	8
November 2017-January 2018	11	4	15
February-April 2018	17	3	20
May-July 2018			0
			43