

# Complaints Statistics for November 2017 - January 2018

Month	Frontline	Investigation/ Frontline to Investigation	Total
November	7	2	9
December	1	2	3
January	3		3
			15
School/Directorate Complaint Relates to	Frontline	Investigation/ Frontline to Investigation	Total
Student Services/Residences	1	1	2
Disability Services	2		2
Human Resources	1		1
School of Nursing & Health Sciences	1		1
School of Education & Social Work	1		1
School of Science & Engineering	1		1
Academic & Corporate Governance		3	3
Estates & Campus Services	1		1
Disability Services/Registry	1		1
UoD IT	1		1
School of Art & Design	1		1
			15
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions			0
Facilities and Equipment			0
Finance/Fees	1		1
Service Provision & Student Support	4		4
Staff/Student Conduct	2		2
Student Accommodation	1	1	2
Teaching/Assessment	2		2
University Policies, Procedures & Regulations	1	3	4
Other			0
			15
Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total

Male	2	1	3
Female	8	1	9
Group Complaint		1	1
Unknown (Anonymous)	1	1	2
			15
<b>Outcome of Complaint</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
Outcome Accepted	6	4	10
Partially Upheld			0
Not Accepted	1		1
Not taken forward as a complaint			0
Complaint Withdrawn			0
Resolved (but no confirmation received)	4		4
			15
<b>Difference in Numbers Complaining each Qu</b>	<b>Frontline</b>	<b>Investigation/ Frontline to Investigation</b>	<b>Total</b>
August-October 2017	5	3	8
November 2017-January 2018	11	4	15
February-April 2018			0
May-July 2018			0
			23