

Complaints Statistics for August - October 2017			
Month	Frontline	Investigation/ Frontline to Investigation	Total
August	2	1	3
September	2	2	4
October	1		1
			8
School/Directorate Complaint Relates to	Frontline	Investigation/ Frontline to Investigation	Total
Residences	1		1
School of Social Sciences		2	2
School of Art & Design	2	1	3
School of Humanities	1		1
School of Medicine	1		1
			8
Nature of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Admissions			0
Facilities and Equipment			0
Finance/Fees			0
Service Provision & Student Support		1	1
Staff/Student Conduct	3	1	4
Student Accommodation	1		1
Teaching/Assessment	1		1
University Policies, Procedures & Regulations		1	1
Other			0
			8
Gender of Complainant	Frontline	Investigation/ Frontline to Investigation	Total
Male	1	2	3
Female	4	1	5
			8
Outcome of Complaint	Frontline	Investigation/ Frontline to Investigation	Total
Outcome Accepted	2	1	3
Partially Upheld		1	1

Not Accepted	2		2
Complaint Withdrawn		1	1
Resolved (but no confirmation received)	1		1
			8
Difference in Numbers Complaining each Quart	Frontline	Investigation/ Frontline to Investigation	Total
August-October 2017	5	3	8
November 2017-January 2018			0
February-April 2018			0
May-July 2018			0
			8