

Complaints Handling Procedure

Quarterly Reporting

Period: May – July 2024

1. Number of Complaints Received

Stage 1	35
Stage 2	3
ACR	
Total	38

2. Nature of Complaint*

	Stage 1	Stage 2	ACR
Admissions	6	1	
Facilities and Equipment	1		
Finance	1		
Service Provision and Student Support	3		
Staff/Student Conduct	5		
Student Accommodation	3		
Teaching/Assessment	10	1	
University Policies, Procedures and Regulations	4	1	
Other	5		

3. Outcome

	Stage 1	Stage 2	ACR
Upheld	3	1	
Partially upheld	8		
Not upheld	6		
Resolved	4		
Complaint withdrawn	1		
Not taken forward under the CHP	13	2	

4. Actions Taken

You Said	We did
Module descriptor on website unclear	School to review this and update the website
Delay in responding to PhD applicant	Remind staff to respond to emails in a timely manner

*Note this may be higher than the total number of complaints as often more than one type of complaint was raised.