

## Complaints Handling Procedure

### Quarterly Reporting

Period: February – April 2024

#### 1. Number of Complaints Received

Stage 1	28
Stage 2	8
ACR	0
Total	36

#### 2. Nature of Complaint\*

	Stage 1	Stage 2	ACR
Admissions	2		
Facilities and Equipment	4	1	
Finance	2	1	
Service Provision and Student Support	3		
Staff/Student Conduct	7	2	
Student Accommodation	2	2	
Teaching/Assessment	4	2	
University Policies, Procedures and Regulations	7		
Other	2		

#### 3. Outcome

	Stage 1	Stage 2	ACR
Upheld	1	2	
Partially upheld	6	2	
Not upheld	8	1	
Resolved	1		
Complaint withdrawn		2	
Not taken forward under the CHP	9	1	
Complaint closed – non engagement with process	3		

#### 4. Actions Taken

You Said	We did
Language was not inclusive in documentation	Review of all documentation on the ProfDoc programme
Complainant was not consulted at stage 1 of the complaint	During a training session, complaint handlers were reminded that wherever possible, to consult with the complainant as part of the stage 1 consideration

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