

Complaints Handling Procedure

Quarterly Reporting

Period: November 2023 – January 2024

1. Number of Complaints Received

Stage 1	30
Stage 2	6
ACR	1
Total	37

2. Nature of Complaint*

	Stage 1	Stage 2	ACR
Admissions	2	1	
Facilities and Equipment	1		
Finance	2	1	
Service Provision and Student Support	3	1	
Staff/Student Conduct	5	1	
Student Accommodation			
Teaching/Assessment	14	2	1
University Policies, Procedures and Regulations	3	2	
Other	2		

3. Outcome

	Stage 1	Stage 2	ACR
Upheld	4	2	
Partially upheld	2	1	
Not upheld	5	2	
Resolved	2		
Complaint withdrawn	1		
No agreement to participate in ACR			1
Not taken forward under the CHP	16	1	

4. Actions Taken

You Said	We did
Unhappy with the language used by staff in emails	This was highlighted to staff members and they were reminded that all communication should be professional
Concern about the way teaching was taking place as it seemed discriminatory	That part of the teaching was removed and a review of teaching taking place

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