

Complaints Handling Procedure

Quarterly Reporting

Period: August – October 2023

1. Number of Complaints Received

Stage 1	44
Stage 2	6
ACR	0
Total	50

2. Nature of Complaint*

	Stage 1	Stage 2	ACR
Admissions	3		
Facilities and Equipment	0		
Finance	3	1	
Service Provision and Student Support	14	1	
Staff Conduct	7		
Student Accommodation	2	1	
Teaching/Assessment	13	4	
University Policies, Procedures and Regulations	9	3	
Other	1		

3. Outcome

	Stage 1	Stage 2	ACR
Upheld	9	0	
Partially upheld	7	2	
Not upheld	12	2	
Resolved	5	0	
Complaint withdrawn		1	
Not taken forward under the CHP	11	1	

4. Actions Taken

You Said	We did
Issues raised regarding staff not following University procedures	Further training organised for staff who deal with University procedures
Timing of issuing of outcome letters following Board of Examiners meetings	Review of processes to improve timings

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