

COMPLAINTS REPORTING DATA (2024/2025)

	Academic Year 2024/2025	Academic Year 2023/2024	Academic Year 2022/2023	Academic Year 2021/2022	Academic Year 2020/2021
<b>Student Population (Date)</b>	20152 (18/12/2025)	21074 (02/12/2024)	21981 (12/10/2023)	23176 (26/01/2023)	21676 (06/05/2021)
<b>Total Cases (% of Student Pop'n)</b>	51 (0.3%)	87 (0.4%)	95 (0.4%)	48 (0.2%)	33 (0.2%)
<b>Case by Type</b>					
Frontline Cases	5 (9.8%)	31 (36%)	38 (40%)	16 (33%)	11 (33%)
Investigated Cases	46 (90.2%) <sup>1</sup>	56 (64%)	57 (60%)	32 (67%)	22 (67%)
<b>Case Timelines<sup>2</sup></b>					
Frontline Cases Closed within Timeline	3 (5.9%)	11 (13%)	22 (23%)	9 (19%)	9 (27%)
Frontline Cases Granted an Extension	2 (3.9%)	20 (23%)	16 (17%)	7 (15%)	2 (6%)
Investigated Cases Closed within Timeline	21 (41.2%)	27 (31%)	26 (27%)	21 (44%)	20 (61%)
Investigated Cases Granted an Extension	22 (43.1%)	29 (33%)	30 (32%)	11 (23%)	2 (6%)
<b>Frontline Case Outcomes<sup>3</sup></b>					
Upheld	3 (5.9%)	17 (19%)	22 (23%)	6 (13%)	8 (24%)
Partially Upheld <sup>4</sup>	1 (2%)	6 (7%)	4 (4%)	5 (10%)	0 (0%)
Not Upheld	1 (2%)	8 (9%)	12 (13%)	5 (10%)	3 (11%)
<b>Investigated Cases Outcomes</b>					

<sup>1</sup> Note: 2 of these cases were withdrawn, and one remains ongoing.

<sup>2</sup> Note: The MCHP recognises that not all investigations will be able to meet the 5 or 20-day deadlines on the basis of the complex nature of some submissions which will require careful consideration and detailed investigation. Where a delay occurs, the agreement of the complainant is sought.

<sup>3</sup> Note: The outcome of informal (frontline) cases is not always easily defined as 'upheld' or 'not upheld' dependent on the nature of the concern raised. Where a resolution has been sought, the case has been recorded as 'upheld', however, where an issue has resulted in the clarification of policy, or noted without further investigation, the case has been appropriately recorded but 'not upheld'.

<sup>4</sup> Note: Where a complaint has covered several issues, where any of these are upheld, the outcome is recorded as 'partially upheld'.

	Academic Year 2024/2025	Academic Year 2023/2024	Academic Year 2022/2023	Academic Year 2021/2022	Academic Year 2020/2021
Upheld	9 (17.6%)	12 (14%)	18 (19%)	6 (13%)	6 (18%)
Partially Upheld <sup>5</sup>	13 (25.5%)	11 (13%)	13 (14%)	4 (8%)	3 (9%)
Not Upheld	20 (39.2%)	32 (37%)	22 (23%)	18 (38%)	12 (36%)
Withdrawn	2 (3.9%)				
Ongoing / In-Progress	1 (2%)	1 (1%)	1 (1%)	0 (0%)	0 (0%)
<b>Average Time to Resolve Complaint Cases</b>					
Frontline Cases	6 working days	14 working days	7 working days	8 working days	8 working days
Investigated Cases	30 working days	35 working days	27 working days	25 working days	24 Working days

<sup>5</sup> Note: Where a complaint has covered several issues, where any of these are upheld, the outcome is recorded as 'partially upheld'.