

UNIVERSITY OF ABERDEEN
QUALITY ASSURANCE COMMITTEE

ACADEMIC APPEALS AND COMPLAINTS HANDLING UPDATE (2022/23)

1. PURPOSE OF THE PAPER

This paper will provide members of the Quality Assurance Committee (QAC) with an update on academic appeal and complaint handling across the University.

This paper contains detailed data on appeal and complaint submissions (*appendices A and B refer*) received prior to and during the 2022/23 academic year, in addition to an analysis of emerging trends.

Members of the Quality Assurance Committee (QAC) are asked to **discuss** the paper.

2. PREVIOUS CONSIDERATION BY /FURTHER APPROVAL REQUIRED

	Board/Committee	Date
Previously considered/approved by		
Further consideration/ approval required by	Quality Assurance Committee	13 Dec 2023
	University Education Committee	16 Jan 2024
	Senior Management Team	TBC

3. RECOMMENDED ACTION

The **Quality Assurance Committee (QAC)** is invited to **discuss** the paper, in particular the data outlined in *Appendices A and B*.

4. OVERVIEW

- 4.1 The University has in place a [Policy and Procedures on Student Appeals](#), and a [Complaints Handling Procedure](#) (CHP), providing frameworks for students (or other parties, as appropriate) to formalise any concerns they may have about aspects of their academic or non-academic experience. The purpose of this paper is to provide an update on the use of these policies in practice.

5. ACADEMIC APPEALS

5.1 INTRODUCTION

- 5.1.1 The Policy and Procedures on Student Appeals was approved by the University Senate and the University Court in February 2011, and most recently revised in August 2020. The Policy is designed to seek appropriate, early resolution and aimed to be accessible, fair, user-focused, confidential, timely, clear, and simple. The Policy includes appeals against the outcome of disciplinary hearings under the Code of Practice on Student Discipline ([Academic](#) and [Non-Academic](#)), decisions taken by the Students' Progress Committee under the policy on [Undergraduate Student Progress](#), and decisions taken under the policy on [Fitness to Practise](#). The current version of the Appeals Policy is available on the University's webpages for [staff](#) and [students](#).

5.2 APPEALS DATA AND TRENDS

5.2.1 *Appendix A* provides a detailed analysis of appeal cases (and summary level complaint data for the purposes of comparison) since 2015/16. In summary, appeal cases received were as follows in *Table 1.1* below. Appeal submissions as a percentage of the total student population is provided in brackets.

Table 1.1:

Academic Appeals by Academic Year							
2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
506 (2.3%)	464 (2.1%)	274 (1.3%)	198 (1.0%)	266 (1.5%)	242 (1.5%)	257 (1.7%)	229 (1.5%)

5.2.2 The total number of appeals has increased in academic year 2022/23 from those received in previous years and is at the highest level seen over the years of reporting set out above. However, the percentage of the student population submitting appeals is low (2.3%).

5.2.3 The following specific trends are also noted:

- A steady increase in the number of submissions: the number of appeal submissions has increased by 9.1% from 464 cases in 2021/22 to 506 cases in 2022/23. In particular, the Business School has seen a marked increase in the number of appeal cases (169 cases in 2021/22 compared to 200 cases in 2022/23, which accounts for 35.1% of all cases). Further, the Schools of Engineering (76 cases in 2021/22 compared to 82 cases in 2022/23), Medicine, Medical Sciences and Nutrition (51 cases in 2021/22 compared to 76 cases in 2022/23) and Social Science (32 cases in 2021/22 compared to 46 cases in 2022/23) have also seen increases.
- The number of cases related to removal of a class certificate (C7) have fallen in 2022/23, though the number of cases remains high in proportion to other cases received, comprising 40.9% of all cases received. Work remains ongoing in relation to Monitoring, Absence and Engagement in regard to reviewing monitoring procedures and improving communication with students in this regard. Coupled with a review of the Policy and Procedures on Student Appeals, it is anticipated that from academic year 2024/25 onwards, the number of C7 appeals will be greatly reduced.
- The number of combined cases (those cases which contain elements of both appeal and complaint) have tripled since 2021/22. Cases which are combined appeal and complaint are often more complex and cover a wide range of issues. These cases are treated under the Policy and Procedures on Student Appeals, so as not to disadvantage the student procedurally by allowing a further stage of appeal, but often seek input in the School response from the Senior Management team to confirm that the University is content with the response. While the student population continues to grow, cases and the issues raised therein are more complex, particularly where cases concern international students studying on a student visa. It is likely that this could be attributable to the increase in combined cases.

5.2.4 As is noted above, in academic year 2022/23 approximately 2.3% of the student population appealed to the University. Of the 570 cases processed, 40.9% (233) related to student monitoring and were submitted in response to a student being issued with a 'C7' as a consequence of a lack of engagement with, or attendance at, a course. 71.7% (167) of appeal cases of this nature were upheld (or partially upheld), thereby removing one or more C7s from a student's record and reinstating them on the course(s) in question. Where cases of this nature aren't upheld, this can result in varying outcomes for the student which range from termination of studies (where multiple C7s demonstrate a lack of engagement) to the student being required to undertake, in the following teaching period, either (i) the course again (where its completion is prescribed) or (ii) an alternative, additional course to ensure an appropriate number of credits can be achieved.

5.2.5 With regard to the appeals received in 2022/23 which did not relate to student monitoring, these most commonly referred to mitigating circumstances, disputed degree classification or CGS assessment grade, request for a further resit opportunity, and perceived poor, inconsistent or

inaccurate communication and/or support. Mitigating circumstances concerns: (i) those circumstances which had not been reported by the student at the time of assessment; and (ii) those circumstances which had been reported but that the student has concerns as to whether these were taken into account by the School. Degree classification and CGS marks are disputed mainly where a student is borderline. Overall, 40.3% (110) of appeal cases which did not relate to student monitoring were upheld (or partially upheld).

5.2.6 There were 5 appeals attributed to the marking and assessment boycott (MAB); all of which were not upheld. Cases of this kind related to marking of work, including personnel, timeliness and appropriateness of marking.

5.2.7 Of the 506 appeal cases received in 2022/23, 92 cases (18.2% of the total number of appeals) were not able to be concluded within the timescales as stipulated in the Policy and Procedures on Student Appeals. The 92 cases included those cases that were concluded at the initial stage (Head of School/Head of Section) and cases where students remained dissatisfied and had cases considered by Grounds to Proceed or Appeal Panels. On average, of the cases which were noted to extend beyond the timescales stipulated in the policy, cases which were considered at Head of School or Section level took 27.6 days to conclude. While most cases are resolved within the stipulated timescales, there is work ongoing, in particular a review of the Policy and Procedures on Student Appeals, which aims to alleviate the issue.

6. COMPLAINT HANDLING

6.1 INTRODUCTION

6.1.1 The Complaints Handling Procedure (CHP) follows the Model Complaints Handling Procedure (MCHP) published by the Scottish Public Services Ombudsman (SPSO), providing a consistent MCHP across all public services in Scotland. The text and procedure were largely prescribed by the SPSO, tailored only to fit the University's context where permitted. The University is required to adhere to the MCHP, which was in force from 1 April 2021. The intention of the CHP is to engage all staff members across the institution in complaint handling, whereby each School or administrative section has a nominated individual to take responsibility for the recording of all frontline (or informal) complaints received in that area. The University's CHP is available on the University's [staff](#) and [student](#) webpages. The CHP remains integral to the University's student experience and specifically to both engaging in and improving that experience.

6.1.2 The University is actively engaged with the Scottish Higher Education Complaints Forum, which meets quarterly and continues to meet to facilitate networking and the sharing of good practice on complaint handling. Anecdotal evidence regarding complaint figures (section 6.2 below further refers) suggests the University does not appear to be at odds with other comparable institutions within the sector.

6.2 COMPLAINTS DATA AND TRENDS

6.2.1 *Appendix B* provides a detailed analysis of complaint cases (both informal (frontline) and formal (investigated)) since 2015/16. In summary, however, informal (frontline) and formal (investigated) cases were as follows in *Tables 2.1 and 2.2* below.

Table 2.1

Frontline Complaints by Academic Year							
2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16
38	16	6	8	19	72	80	56

Table 2.2

Investigated Complaints* by Academic Year							
2022/23	2021/22	2020/21 [^]	2019/20	2018/19	2017/18	2016/17	2015/16
57	32	22	17	39	32	23	19

**The above figures denote those cases regarded as complaints and therefore with little or no elements of academic appeal.*

[^] In interpreting 2020/21 data, it should be noted that during the initial impact of the Covid-19 pandemic in March 2020, the University saw a rise in the number of submissions received which have not been taken forward under the CHP. These submissions sought a refund of fees (tuition or accommodation) as a consequence of the impact of the pandemic. In these cases, an explanation was given as to why the University would not give a refund and why further investigation under the CHP was not appropriate.

- 6.2.2 Members of the Committee will note very few frontline complaint returns in recent academic years. Training was provided in early 2023 to Frontline Complaints Handlers to disseminate across Schools and Professional Services regarding frontline complaints to ensure better recording instances of frontline complaints. As can be seen for the data pertinent to 2022/23, there is a slight increase in the numbers reported and it is hoped that this will improve further going forward. Frontline resolution is helpful for students as it enables issues to be explored and resolved in a timely manner and avoids unnecessary bureaucracy where it is possible to allay their concerns. Where this is not possible, the formal complaint route is used as a last resort.
- 6.2.3 Regarding formal or investigated complaint cases, members of the Committee will note that complaint cases have almost doubled between academic years 2021/22 and 2022/23. Examples of submissions include issues related to course delivery and assessment, including feedback on assessment, tuition fee payment, issues pertaining to student accommodation or staff housing, admissions process, and provision of support offered by student support services.

6.3 REPORTING

- 6.3.1 The University is committed to reporting both internally and externally regarding complaints information. It is a requirement of the SPSO that the University report at least quarterly to the SMT and at least annually to the Senate and the Court on:
- performance statistics, in line with the complaints performance indicators published by SPSO;
 - analysis of the trends and outcomes of complaints (this should include highlighting where there are areas where few or no complaints are received, which may indicate either good practice or that there are barriers to complaining in that area).
- 6.3.2 The data as requested by the SPSO is provided in *Appendix B*, listed alongside comparable data for previous academic years. The attention of the Committee is drawn to the outcome of cases. The outcome of a complaint 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'.
- 6.3.3 Members of the Quality Assurance Committee (QAC) are invited to **discuss** the paper, in particular the data outlined in *Appendices A and B*.

7. FURTHER INFORMATION

Further information is available from Ruth Taylor (Vice-Principal (Education)), ruth.taylor@abdn.ac.uk or Liam Dyker (Acting Assistant Registrar (Academic Services)), liam.dyker2@abdn.ac.uk.

27 November 2023

Freedom of Information/Confidentiality Status: Open

	Academic Year 2022-2023	Student Population (Apr-23)	Academic Year 2021-2022	Student Population (Apr-22)	Academic Year 2020-2021	Student Population (Apr-21)	Academic Year 2019-2020	Student Population (Apr-20)	Academic Year 2018-2019	Student Population (Apr-19)	Academic Year 2017-2018	Student Population (Apr-18)	Academic Year 2016-2017	Student Population (Apr-17)	Academic Year 2015-2016	Student Population (11/01/16)
Total Cases	570	22,446 (2.5%)	502	22,457 (2.2%)	301	20,701 (1.5%)	218	18,993 (1.1%)	307	17,743 (1.7%)	275	16,149 (1.7%)	281	15,393 (1.8%)	252	15,118 (1.7%)
APPEALS																
Academic (including C7)	506 (88.8%)		464 (92.4%)		274 (91%)		198 (90.8%)		266 (86.7%)		242 (87.7%)		257 (91.5%)		229 (90.9%)	
C7	233 (40.9%)		271 (54%)		116 (38.5%)		87 (39.9%)		126 (41%)		129 (46.7%)		139 (49.5%)		127 (50.4%)	
Non-Academic	0 (0%)		4 (0.8%)		5 (1.7%)		1 (0.5%)		0		1 (0.4%)		0 (0.0%)		0 (0.0%)	
COMPLAINTS																
Academic	48 (8.4%)		22 (4.4%)		13 (4.3%)		9 (4.1%)		31 (10.1%)		20 (7.3%)		16 (5.7%)		18 (7.1%)	
Non-Academic	9 (1.6%)		10 (2%)		8 (2.7%)		8 (3.7%)		8 (2.6%)		9 (3.3%)		7 (2.5%)		2 (0.1%)	
COMBINED APPEAL/COMPLAINT																
Academic/Non-Academic	7 (1.2%)		2 (0.4%)		1 (0.3%)		2 (0.9%)		2 (0.7%)		3 (1.1%)		1 (0.4%)		3 (1.2%)	
STATUS																
Upheld	229 (40.2%)		286 (57%)		148 (49.2%)		119 (54.6%)		153 (49.8%)		147 (53.3%)		154 (54.8%)		138 (54.8%)	
Partially Upheld	79 (13.8%)		26 (5.2%)		15 (5%)		4 (1.8%)		20 (6.5%)		21 (7.6%)		13 (4.6%)		12 (4.8%)	
Not Upheld	241 (42.3%)		164 (32.7%)		118 (39.2%)		80 (36.7%)		103 (33.4)		93 (33.7%)		93 (33.1%)		86 (34.1%)	
Withdrawn	20 (3.5%)		26 (5.2%)		20 (6.6%)		15 (6.9%)		20 (6.5%)		12 (4.3%)		21 (7.5%)		16 (6.3%)	
In Progress	1 (0.2%)		0 (0%)		0 (0%)		0 (0%)		11 (3.6%)		2 (0.7%)		0 (0.0%)		0 (0.0%)	
RESOLUTION STAGE																
Initial Stage (Head of School)	478 (83.9%)		437 (87.1%)		236 (78.4%)		175 (80.3%)		269 (87.6%)		236 (85.8%)		229 (81.5%)		193 (76.6%)	
Further Stage (Grounds to Proceed)	89 (15.6%)		64 (12.7%)		42 (43%)		30 (13.8%)		25 (8.1%)		22 (8.0%)		26 (9.3%)		25 (9.9%)	
Further Stage (Formal Hearing)	2 (0.4%)		1 (0.2%)		3 (1%)		3 (1.4%)		2 (0.7%)		5 (1.8%)		7 (2.5%)		14 (5.6%)	
SCOTTISH PUBLIC SERVICES OMBUDSMAN (SPSO)																
Total Cases	7 (1.2%)		12 (2.4%)		8 (2.7%)		6 (3%)				10 (3.6%)		2 (0.7%)		0 (0%)	
Upheld	1 (0.2%)		0 (0%)		0 (0%)		0 (0%)				1 (0.4%)		0 (0%)		-	
Partially Upheld	0 (0%)		0 (0%)		0 (0%)		1 (0.5%)				0 (0%)		1 (0.4%)		-	
Not Upheld	6 (1.1%)		12 (2.4%)		8 (2.7%)		5 (2.3%)				9 (3.3%)		0 (0%)		-	
COMPLETED WITHIN TIMESCALE																
Yes	447 (78.4%)		420 (83.7%)		274 (91%)		188 (86.2%)		238 (77.5%)		210 (76.3%)		201 (71.5%)		195 (77.4%)	
No	122 (21.4%)		82 (16.3%)		27 (9%)		30 (13.8%)		64 (20.8%)		63 (22.9%)		71 (25.3%)		47 (18.7%)	
SCHOOL/SERVICE¹																
Business School (inc. Qatar)	200 (35.1%)		169 (33.7%)		59 (18.6%)		50 (22.9%)		33 (10.7%)		42 (15.3%)		31 (11%)		23 (9.1%)	
Divinity, History, Philosophy & Art History	35 (6.1%)		31 (6.2%)		27 (9%)		16 (7.3%)		27 (8.8%)		18 (6.5%)		35 (12.5%)		13 (5.2%)	
Education	11 (1.9%)		16 (3.2%)		8 (2.7%)		4 (1.8%)		20 (6.5%)		3 (1.1%)		4 (1.4%)		2 (0.5%)	
Language, Literature, Music & Visual Culture	19 (3.3%)		21 (4.2%)		10 (3.3%)		19 (8.7%)		21 (6.8%)		32 (11.6%)		30 (10.7%)		31 (12.3)	
Law	33 (5.8%)		45 (9%)		11 (3.7%)		6 (2.8%)		13 (4.2%)		15 (5.5%)		11 (3.9%)		20 (7.8%)	
Social Science	46 (8.1%)		32 (6.4%)		11 (3.7%)		23 (10.6%)		27 (8.8%)		41 (14.9%)		40 (12.2%)		33 (13.1%)	

¹ Please note: the School/Service level data includes 1 case which was considered jointly by the Schools of Business, DHPA and Social Science. In this case, the case has been counted in the data for each School in which it was heard.

Biological Sciences	9 (1.6%)		10 (2%)		5 (1.2%)		33 (15.1%)		6 (2%)		7 (2.5%)		8 (2.8%)		5 (2%)
Medicine, Medical Sciences & Nutrition	76 (13.3%)		51 (10.2%)		37 (12.3%)		29 (13.3%)		47 (15.3%)		21 (7.6%)		25 (8.9%)		22 (8.7%)
Psychology	13 (2.3%)		3 (0.6%)		8 (2.7%)		2 (0.9%)		4 (1.3%)		4 (1.5%)		1 (1.4%)		2 (0.8%)
Engineering	82 (14.4%)		76 (15.1%)		72 (24%)		38 (17.4%)		62 (20.2%)		52 (18.9%)		36 (11.7%)		41 (16.2%)
Geosciences	12 (2.1%)		4 (0.8%)		8 (2.7%)		4 (1.8%)		5 (1.6%)		11 (4%)		9 (3.2%)		8 (3.2%)
Natural and Computing Sciences	13 (2.3%)		21 (4.2%)		19 (6.3%)		6 (2.8%)		17 (5.5%)		11 (4%)		13 (4.6%)		15 (6%)
Sixth Century Courses	0 (0%)		0 (0%)		0 (0%)		0 (0%)		0 (0%)		2 (0.7%)		11 (3.9%)		9 (3.6%)
Services	23 (4.0%)		23 (4.6%)		27 (9%)		18 (8.3%)		23 (7.5%)		14 (5.1%)		27 (9.6%)		25 (9.9%)
LEVEL OF STUDY															
Undergraduate	365 (64.0%)		312 (62.2%)		177 (58.8%)		145 (66.5%)		204 (66.4%)		213 (77.5%)		213 (75.8%)		191 (75.8%)
Postgraduate	200 (35.1%)		190 (37.8%)		122 (40.5%)		72 (33%)		101 (32.9%)		60 (21.8%)		66 (23.5%)		61 (24.2)
N/A‡	5 (0.9%)		0 (0%)		2 (0.7%)		1 (0.5%)		2 (0.7%)		2 (0.7%)		2 (0.7%)		
NATIONALITY															
UK	248 (43.5%)		239 (47.6%)		156 (51.8%)		125 (57.3%)		176 (57.3%)		171 (62.1%)		159 (56.6%)		159 (63.1%)
EU	42 (7.4%)		36 (7.2%)		34 (11.3%)		29 (13.3%)		34 (11.7%)		39 (14.2%)		48 (17.1%)		30 (11.99%)
International	272 (47.7%)		224 (44.6%)		106 (35.2%)		62 (28.4%)		91 (29.6%)		61 (22.2%)		69 (24.6%)		63 (25%)
N/A‡	8 (1.4%)		3 (0.6%)		5 (1.7%)		2 (0.9%)		6 (2%)		4 (1.5%)		5 (1.8%)		
GENDER															
Male	309 (54.2%)		299 (59.6%)		189 (62.8%)		127 (58.3%)		181 (59%)		164 (59.6%)		161 (57.3%)		168 (66.7%)
Female	253 (44.4%)		199 (39.6%)		110 (36.5%)		91 (41.7%)		125 (40.7%)		111 (40.4%)		119 (42.4%)		84 (33.3)
Not Declared	4 (0.7%)		-		-		-		-		-		-		-
N/A‡	4 (0.7%)		4 (0.8%)		2 (0.7%)		0 (0%)		1 (0.3%)		-		1 (0.4%)		-
AGE															
Under 18	5 (0.9%)		5 (1%)		2 (0.7%)		11 (5%)		1 (0.3%)		0 (0%)		0 (0%)		2 (90.8%)
18 - 20	162 (28.4%)		140 (27.9%)		70 (23.3%)		44 (20.2%)		60 (19.5%)		83 (30.1%)		108 (38.4%)		76 (30.1%)
21 - 25	229 (40.2%)		194 (38.7%)		124 (41.2%)		121 (55.5%)		136 (44.3%)		127 (46.2%)		99 (35.2%)		115 (45.6%)
26 +	166 (29.1%)		160 (31.9%)		100 (33.2%)		51 (23.4%)		104 (33.9%)		61 (22.2%)		69 (24.6%)		59 (23.4%)
N/A‡	8 (1.4%)		3 (0.6%)		5 (1.7%)		1 (0.5%)		6 (2%)		4 (1.5%)		5 (1.8%)		
DISABILITY															
Declared	121 (21.2%)		84 (16.7%)		59 (19.6%)		30 (13.8%)		230 (75%)		59 (21.5%)		50 (17.8%)		43 (17.1%)
Not Declared	449 (78.8%)		418 (83.3%)		242 (80.4%)		188 (86.2%)		77 (25%)		216 (78.6%)		231 (82.2%)		209 (82.9%)

* All percentages are rounded to the nearest decimal place.

‡ Where the appellant/complainant is not an enrolled member of the student population, it has not been possible to acquire demographical information.

	Academic Year 2022/23	Student Population 2022/23	Academic Year 2021/22	Student Population 2021/22	Academic Year 2020/21	Student Population 2020/21	Academic Year 2019/20	Student Population 2019/20	Academic Year 2018/19	Student Population 2018/19	Academic Year 2017/18	Student Population 2017/18	Academic Year 2016/17	Student Population 2016/17	Academic Year 2015/16	Student Population 2015/16
Total Number of Cases	95	22,446 (0.4%)	48	22,457 (0.2%)	33	20,701 (0.2%)	25	18,993 (0.1%)	58	17,743 (0.3%)	104	16,149 (0.6%)	94	15,393 (0.6%)	75	15118 (0.5%)
Frontline Cases	38 (40%)		16 (33%)		11 (33%)		8 (32%)		19 (33%)		72 (74%)		80 (85%)		56 (75%)	
Investigated Cases	57 (60%)		32 (67%)		22 (67%)		17 (68%)		39 (67%)		32 (33%)		14 (15%)		19 (26%)	
Frontline Cases Closed Within Timeline (within 5 working days)	22 (23%)		9 (19%)		9 (27%)		8 (32%)		9 (16%)		57 (57%)		74 (93%)		51 (91%)	
Frontline Cases Granted an Extension*	16 (17%)		7 (15%)		2 (6%)		0 (0%)		10 (17%)		15 (15%)		6 (7%)		4 (7%)	
Investigated Cases Closed Within Timeline (within 20 working days)	26 (27%)		21 (44%)		20 (61%)		11 (44%)		23 (40%)		20 (19%)		4 (29%)		11 (58%)	
Investigated Cases Granted an Extension*	30 (32%)		11 (23%)		2 (6%)		6 (24%)		16 (28%)		12 (12%)		10 (71%)		8 (42%)	
Frontline Cases Upheld~	22 (23%)		6 (13%)		8 (24%)		7 (28%)		6 (10%)		27 (28%)		36 (41%)		36 (64%)	
Frontline Cases Partially Upheld~#	4 (4%)		5 (10%)		0 (0%)		0 (0%)		1 (2%)		16 (16%)		1 (1%)		4 (7%)	
Frontline Cases Not Upheld~	12 (13%)		5 (10%)		3 (11%)		1 (4%)		12 (21%)		29 (30%)		43 (49%)		15 (27%)	
Investigated Cases Upheld	18 (19%)		6 (13%)		6 (18%)		2 (8%)		7 (12%)		10 (10%)		5 (36%)		6	
Investigated Cases Partially Upheld#	13 (14%)		4 (8%)		3 (9%)		1 (4%)		10 (17%)		6 (6%)		3 (21%)		2	
Investigated Cases Not Upheld	22 (23%)		18 (38%)		12 (36%)		11 (44%)		20 (34%)		14 (13%)		5 (36%)		9	
Investigated Cases Not Yet Closed	1 (1%)		0 (0%)		0 (0%)		0 (0%)		2 (3%)		2 (2%)		1 (7%)		-	
Average Time Taken to Resolve Frontline Cases (in working days)	7 working days		8 working days		8 working days		1 Working day		9 Working days		7 working days		3 working days		7 working days	
Average Time Taken to Resolve Investigated Cases	27 working days		25 working days		24 Working days		24 Working days		27 Working days		17 working days		20 working days		31 working days	

*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.

~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'.

#Where a complaint has covered several issues, where any of these are upheld, the outcome is recorded as 'partially upheld'.

"This figure includes cases withdrawn by the complainant or referred for investigation under a process or policy other than the CHP, such as internal HR procedures.

Complaints* by School/Section														
School/Section	Academic Year 2020/21		Academic Year 2019/20		Academic Year 2018/19		Academic Year 2017/18		Academic Year 2016/17		Academic Year 2015/16		Academic Year 2014/15	
	Frontline	Investigated	Frontline	Investigated	Frontline	Investigated	Frontline	Investigated	Frontline	Investigated	Frontline	Investigated	Frontline	Investigated
Business School	1	1	1	1	1	2	4	1		1	1			
School of Divinity, History & Philosophy	0	1	0	2	0	5	1	1			5			
School of Education	0	0	0	1	0	8	2	4		3		1		
School of Language & Literature	0	1	0	0	0	2	0	2		2			3	3
School of Law	1	1	0	0	0	1	9	1				1		
School of Social Science	2	1	1	0	1	0	0	0	6	2	2	1	1	1
School of Biological Sciences	0	0	0	0	0	1	0	1		2				
School of Medicine, Medical Sciences & Nutrition	0	1	0	3	0	2	0	1	6	4	1	1		
School of Psychology	0	1	0	0	0	1	0	1						
School of Engineering	0	1	0	0	1	2	2	3		1	1	3	2	2
School of Geosciences	0	1	0	0	0	0	0	3				2		
School of Natural & Computing Sciences	0	3	0	1	0	2	0	0		1				
Academic Affairs	0	2	0	3	0	6	3	3	3	1	9	8	12	12
Accommodation	0	4	0	3	0	0	0	1					1	1
Campus Services (incl. Commercial and Catering Services)	0	0	0	0	3	0	23	1	9		3		1	1
Careers	0	0	0	0	0	0	0	0			1			
Communications and Events	0	0	0	0	0	0	0	0						
Estates	0	1	4	0	0	3	0	2	1	1	3		1	1
External Relations	0	0	0	0	0	0	0	0						
Finance	0	1	0	0	0	0	0	0						
Human Resources	0	0	2	0	1	0	0	0						
Student Life (including Infohub)	1	1	0	1	3	3	1	3	7	5	10	1	2	2
IT Services	0	0	0	1	0	1	0	2						
Planning	0	0	0	0	0	0	0	0					2	2
Research & Innovation	0	0	0	0	0	0	0	0						
Student Recruitment and Admissions	0	0	0	0	0	0	0	0						
Library	0	0	0	1	0	0	0	2			4		1	1
Development Trust	0	0	0	0	0	0	0	0						
Principal's Office/Secretary/SVP Offices	1	1	0	0	9	0	27	0	48		14		31	31
Arts & Social Sciences (College Office)	-	-	-	-	-	-	-	-						
Physical Sciences (College Office)	-	-	-	-	-	-	-	-				1		
Life Sciences & Medicine (College Office)	-	-	-	-	-	-	-	-			2			
Totals	6	22	8	17	19	39	72	32	80	23	56	19	57	57

