### Complaints Handling Procedure (CHP) Data

<table>
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<tr>
<th>Academic Year</th>
<th>Student Population 2021/22</th>
<th>Academic Year 2020/21</th>
<th>Student Population 2019/20</th>
<th>Academic Year 2018/20</th>
<th>Academic Year 2017/18</th>
<th>Academic Year 2016/17</th>
<th>Academic Year 2015/16</th>
<th>Academic Year 2014/15</th>
<th>Academic Year 2013/14</th>
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<tbody>
<tr>
<td>2021/22</td>
<td>23176 (0.2%)</td>
<td>21676 (0.2%)</td>
<td>20199 (0.1%)</td>
<td>16978 (0.3%)</td>
<td>16208 (0.6%)</td>
<td>15479 (0.6%)</td>
<td>15118 (0.5%)</td>
<td>84 (0.6%)</td>
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<td>2020/21</td>
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<tr>
<td>2019/20</td>
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<tr>
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<td>2015/16</td>
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<td>2014/15</td>
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- **Total Number of Cases**
  - 48
  - 23176 (0.2%)
  - 33
  - 21676 (0.2%)
  - 20199 (0.1%)
  - 16978 (0.3%)
  - 104
  - 16208 (0.6%)
  - 75
  - 15479 (0.6%)
  - 84
  - 15118 (0.5%)

- **Frontline Cases**
  - 16 (33%)
  - 11 (33%)
  - 8 (32%)
  - 72 (74%)
  - 72 (74%)
  - 72 (74%)

- **Investigated Cases**
  - 32 (67%)
  - 32 (67%)
  - 32 (67%)
  - 32 (67%)
  - 32 (67%)
  - 32 (67%)

- **Frontline Cases Closed Within Timeline (within 5 working days)**
  - 9 (19%)
  - 11 (27%)
  - 8 (32%)
  - 9 (16%)
  - 9 (16%)
  - 6 (7%)

- **Investigated Cases Closed Within Timeline (within 20 working days)**
  - 21 (44%)
  - 20 (61%)
  - 11 (44%)
  - 23 (40%)
  - 20 (19%)
  - 11 (58%)

- **Frontline Cases Granted an Extension**
  - 7 (15%)
  - 2 (6%)
  - 0 (0%)
  - 10 (17%)
  - 9 (16%)
  - 10 (17%)

- **Investigated Cases Closed Within Timeline (within 20 working days)**
  - 21 (44%)
  - 20 (61%)
  - 11 (44%)
  - 23 (40%)
  - 20 (19%)
  - 11 (58%)

- **Frontline Cases Granted an Extension**
  - 11 (23%)
  - 6 (24%)
  - 6 (24%)
  - 16 (28%)
  - 12 (12%)
  - 10 (17%)

- **Investigated Cases Granted an Extension**
  - 5 (10%)
  - 0 (0%)
  - 0 (0%)
  - 1 (2%)
  - 1 (2%)
  - 1 (2%)

- **Investigated Cases Not Upheld**
  - 18 (38%)
  - 11 (44%)
  - 20 (34%)
  - 14 (28%)
  - 5 (10%)
  - 9

- **Investigated Cases Not Yet Closed**
  - 0 (0%)
  - 0 (0%)
  - 0 (0%)
  - 2 (4%)
  - 1 (2%)
  - -

- **Average Time Taken to Resolve Frontline Cases (in working days)**
  - 8 working days
  - 1 Working day
  - 9 Working days
  - 3 working days
  - 3 working days
  - 7 working days

- **Investigated Cases Granted an Extension**
  - 11 (23%)
  - 6 (24%)
  - 6 (24%)
  - 16 (28%)
  - 12 (12%)
  - 10 (17%)

- **Investigated Cases Closed Within Timeline (within 20 working days)**
  - 21 (44%)
  - 20 (61%)
  - 11 (44%)
  - 23 (40%)
  - 20 (19%)
  - 11 (58%)

- **Investigated Cases Granted an Extension**
  - 5 (10%)
  - 1 (2%)
  - 0 (0%)
  - 10 (17%)
  - 9 (16%)
  - 10 (17%)

- **Investigated Cases Not Upheld**
  - 18 (38%)
  - 11 (44%)
  - 20 (34%)
  - 14 (28%)
  - 5 (10%)
  - 9

- **Investigated Cases Not Yet Closed**
  - 0 (0%)
  - 0 (0%)
  - 0 (0%)
  - 2 (4%)
  - 1 (2%)
  - -

- **Average Time Taken to Resolve Investigated Cases (in working days)**
  - 25 working days
  - 24 Working days
  - 24 Working days
  - 27 Working days
  - 17 working days
  - 20 working days

- **Average Time Taken to Resolve Investigated Cases**
  - 8 working days
  - 1 Working day
  - 9 Working days
  - 7 working days
  - 3 working days
  - 7 working days

- **Frontline Cases Closed Within Timeline (within 5 working days)**
  - 9 (19%)
  - 9 (27%)
  - 9 (32%)
  - 9 (16%)
  - 57 (57%)
  - 74 (93%)
  - 51 (91%)
  - 43 (75%)

- **Investigated Cases Closed Within Timeline (within 20 working days)**
  - 21 (44%)
  - 20 (61%)
  - 11 (44%)
  - 23 (40%)
  - 20 (19%)
  - 11 (58%)

- **Frontline Cases Granted an Extension**
  - 7 (15%)
  - 2 (6%)
  - 0 (0%)
  - 10 (17%)
  - 9 (16%)
  - 6 (7%)
  - 4 (7%)
  - 14 (25%)

- **Investigated Cases Granted an Extension**
  - 11 (23%)
  - 6 (24%)
  - 6 (24%)
  - 16 (28%)
  - 12 (12%)
  - 10 (17%)
  - 8 (42%)
  - 11 (41%)

- **Investigated Cases Not Upheld**
  - 18 (38%)
  - 11 (44%)
  - 20 (34%)
  - 14 (28%)
  - 5 (10%)
  - 9
  - 15 (27%)
  - 44 (77%)

- **Investigated Cases Not Yet Closed**
  - 0 (0%)
  - 0 (0%)
  - 0 (0%)
  - 2 (4%)
  - 1 (2%)
  - -

- **Average Time Taken to Resolve Investigated Cases**
  - 25 working days
  - 24 Working days
  - 24 Working days
  - 27 Working days
  - 17 working days
  - 20 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

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<th>School/Section</th>
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<th>Academic Year 2019/20</th>
<th>Academic Year 2018/19</th>
<th>Academic Year 2017/18</th>
<th>Academic Year 2016/17</th>
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<td>Frontline 1</td>
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