

## **Complaints Report 2021 – for website publication**

Under *A5-P3 Student Concerns and Complaints Procedures*, students have the right to express a concern or to submit a formal complaint. A concern is defined as a matter resolved by direct or informal contact with the person(s) involved. A complaint is where a complainant considers that a formal resolution process is required to resolve the matter.

Upon receipt, complaints are logged in the central Complaints Register then referred to the relevant Head of School or Business Area Manager to first acknowledge and then investigate the issue. Complaints about staff professional conduct are managed by People Services in consultation with the staff member's manager.

Complaints are expected to be resolved within 20 working days with the student receiving a decision no more than 30 working days from the date the complaint was submitted.

### **Summary of Complaints data**

In 2021, complaints in the category 'programme management' were most common with 7 complaints in total, including one group complaint. Complaints about professional conduct decreased from 10 in 2020 to five in 2021. The School of Health and Social Services received the most complaints – 11 – which is a reflection of its large size and that it offers programmes that historically tend to attract more complaints. The remaining 7 complaints were spread across Creative and Hospitality, IT and Business, and Construction and Engineering.

The number of international student complainants decreased from six (in 2020) to two in 2021, possibly partly due to the lower number of international students.

Seven out of 18 complaints were upheld; the remainder were either not upheld or closed. Most complaints were resolved within the required timeframe, and none resulted in formal appeals being heard.

Data pertaining to the break-down of complaints from priority groups was unable to be effectively measured, due to the low numbers of complaints registered during the reporting period.

### **2021 Student Complaints data**

Table 1 shows the numbers of 2021 complaints (compared with 2020 complaints) in each category, where the category represents the primary area of issues raised. There were four primary complaint categories recorded in 2021 compared to six in 2020.

Table 1: Complaints by Category

Category	Number of complaints Group complaint counted as one complaint		Number of complainants	
	2021	2020	2021	2020
Programme Management	7*	8	23	8
Professional Conduct	5	10*	5	14
Student Support	3	2	3	2
Student Conduct	3	3	3	3
Financial	-	5	-	5
Infrastructure	-	3	-	3
<b>Total</b>	<b>18</b>	<b>31</b>	<b>34</b>	<b>35</b>

\* One group complaint with five complainants (2020)

\* One group complaint with 17 complainants (2021)