



University of East Anglia

Information Services Directorate

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18 March 2016

Dear 

Freedom of Information Act 2000 – Information Request (Our Ref: FOI_16-067)

We have now considered your request of 02 March 2016 for:

Please provide, for the past three academic years;

1/ The number of complaints made about UEA student behaviour.

1a/ The nature of those complaints and who made by (public/students/staff)

2/ The number of complaints made against staff and/or the university

2a/ The nature of those complaints and who made by (public/students/staff)

2/ What disciplinary action was taken as a result of those complaints

3/ What is the universities social media policy and how many staff and/or students have been disciplined for breaking them

Unfortunately, on this occasion it is not possible to provide any of the requested information. We have determined that the cost of finding and assembling some of the requested information will exceed the 'appropriate limit' as defined by section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004/3244.

'The 'appropriate limit' of £450, which equates to 18 hours' work, can relate to one request in its entirety or to a series of linked requests. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to retrieve any of the requested information.

We note that you have requested "...the number of complaints made against ... the university". Whilst the University does have formal processes for receiving and handling a variety of complaints, complaints about the actions of the University in general may be received by any staff member within any School or administrative unit within the University.

We have approximately 20 separate Schools of study¹ and a substantial array of administrative units² within UEA, many of which have a number of sub-units of significant size within them.

In order to provide the number of complaints received we would need to request this information from each and every one of some 50 odd Schools and administrative units.

Additionally, there are a number of different ways in which complaints could be received or stored (e.g. in letters, paper files or email inboxes). As there is no automated way of searching for and retrieving all relevant information, we believe that retrieving the requested information within from these various locations would take at least 20 minutes of effort on the part of each unit. This would alone exceed the 18 hours allowed under the Act, let alone in combination with the other elements of your request.

To assist you in formulating a request to which we can respond, were you to (a) limit the request to complaints about student behaviour to formal complaints with an indication of where the complaint was received, (e.g. complaints received about student behaviour reported to the Dean of Student's Office / Vice-Chancellor's Office / Learning and Teaching Service, etc.) and (b) eliminate the reference to complaints against the University as a whole, we would be in a position to provide a response to the other elements of your request, such as complaints about staff behaviour, our social media policy and disciplinary numbers and actions.

You have the right of appeal against this decision. If you wish to appeal, please set out in writing your grounds of appeal and send to me at the address noted in the heading to this letter.

You must appeal our decision within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner whose [contact details](#)³ can be found on their website.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

David Palmer
Information Policy and Compliance Manager
University of East Anglia

¹ <https://www.uea.ac.uk/faculties>

² <https://portal.uea.ac.uk/a-to-z-index>

³ https://ico.org.uk/Global/contact_us