



University of East Anglia

Information Services Directorate

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25 July 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-139)

We have now considered your request of 05 July 2016 as clarified on 19 July for information relating to the number and nature of students complaints received by UEA for the academic years 2011/12 to 2015/16.

Our response is on page 2 of this letter, together with a copy of your request.

On this occasion it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information that categorises complaints in the manner you request. Further information is on page 2 of this letter.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal 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's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

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

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_16-139)

Please disclose the number of complaints received by this university from students in each of the following academic years: 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16.

For the most recent year, please break the annual total into the following categories, as used by the OIA, if possible: a) academic status; b) service issues; c) financial; d) academic misconducting, plagiarism and cheating; e) discrimination / human rights; f) disciplinary matters (non-academic); g) welfare and accommodation; and h) not known.

[Clarified on 19 July to include only formal complaints to central University units and to accept provision of 2015/16 data absent suggested classification]

Our response is presented within the table below. Please note that, as agreed in our phone conversation of 19 July, we are providing numbers relating to formal complaints made to central university units with responsibility for such complaints. Please note that for academic complaints, we are including what UEA would refer to as both Stage 1 and Stage 2 complaints, the latter being an appeal of the outcome of a Stage 1 complaint.

[Information not held – s.1(1)(a), Freedom of Information Act]

We do not have any recorded information which categorises complaints made by students by the OIA categories that you have provided. However, as your request indicated we should only provide the categorisation "...if possible..." we are providing the overall number of complaints received for the years requested and by broad category.

Academic year	Complaints		Total
	Non-academic	Academic	
2011/12	3	18	21
2012/13	6	20	26
2013/14	6	28	34
2014/15	8	31	39
2015/16	7	25	32
Total	30	122	152