



University of East Anglia

Information Services Directorate

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[REDACTED]

31 October 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-190)

Further to our letter of 24 October 2016 providing a response to your request of 25 September 2016 for the following information “...*complaints have been received by the university between the 2010-11 and 2015-16 academic years regarding noise nuisance caused by students*”, I can advise that, after further investigation, we need to withdraw our response of that date and replace it completely with updated information. I confirm that we spoke on 27 October by phone and you have agreed to the revised data being submitted herewith.

We would therefore ask you to disregard the data sent in our response of 24 October and replace it with the information provided on page 3 of this letter as it has come to our attention that the information provided within our initial response was incomplete or erroneous in several respects.

First, we have discovered the figures for reports from Senior Residents in which noise was mentioned as a factor did not actually include instances recorded on-campus. We have corrected this error in the information sent to you herewith.

Second, we note that we did not address your request for “...*a record of what the complaints were regarding*”. We have also corrected that omission in the information provided with this letter. We confirm our phone conversation of 27 October in which you defined what the complaints were regarding as being:

- (i) their location,
- (ii) the time of day of the incident concerned and
- (iii) the nature of the noise which was the subject of the complaint.

However, given the revised, and substantially higher, number of Senior Resident reports citing noise as a factor, to provide item (ii) and (iii) above would exceed the statutory appropriate limit of 18 person hours' effort to extract the information. I therefore confirm our agreement of 27 October that you have withdrawn these elements of your request and will proceed only with item (i).

Finally, we have removed any reference to data for the academic year 2016/17 as this is not within the scope of the request.

We hope this information will meet your requirements and apologise for the delay in forwarding correct data to you. If you are not satisfied with this response 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_16-190)

1. How many complaints have been received by the university between the 2010-11 and 2015-16 academic years regarding noise nuisance caused by students? Please break down the figures into individual academic years. And please supply a record of what the complaints were regarding.

2. How many of these complaints have been resolved?

[Clarified on 27 September to include complaints received regarding noise off-campus.

Clarified on 19 October to define a 'resolved' complaint as one for which no further similar complaint for similar behaviour has been received]

Our response is within the table below. Please note that the figures for complaints preceding 2014/15 represent complaints pertaining to both anti-social behaviour and noise. Due to the disposal of the records relating to these complaints in line with our records retention schedule for such records, it is not possible to identify which complaints pertain to only noise. Additionally, with the disposal of the records for complaints preceding 2014/15, we do not hold any record of whether such complaints were resolved.

It should be also noted that these figures combine records of off-campus complaints **[A]**, records from appointments with Support Services staff where noise was the primary issue **[B]** and finally reports from Senior Residents within UEA accommodation that cite noise or anti-social behaviour as being reported **[C]**. There may well, therefore, be some complaints duplicated in the figures presented.

Please note that for 2010/11 we do not hold any data which would identify the number of Senior Resident reports pertaining to noise.

Academic Year	Complaints	Location		Number resolved
		On Campus	Off Campus	
	[A] + [B] +[C] = Total	On Campus	Off Campus	[A] + [B] +[C] = Total
2010/11	17 + 6 + [N/A] = 23	6	17	<i>[Not Held - s.1(1), FOIA]</i>
2011/12	21 + 5 + 196 = 222	189	33	<i>[Not Held - s.1(1), FOIA]</i>
2012/13	34 + 20 + 231 = 285	227	58	<i>[Not Held - s.1(1), FOIA]</i>
2013/14	25 + 3 + 216 = 244	209	35	<i>[Not Held - s.1(1), FOIA]</i>
2014/15	30 + 2 + 156 = 188	154	34	22 + 0 + [N/A] = 22
2015/16	19 + 1 + 199 = 219	186	33	11 + 0 + [N/A] = 11