



University of East Anglia

Information Services Directorate

The Library
University of East Anglia
Norwich Research Park
Norwich NR4 7TJ
United Kingdom

Email: foi@uea.ac.uk
Tel: +44 (0) 1603 593523
Fax: +44 (0) 1603 591 010
Web: <http://www.uea.ac.uk>



22 December 2016

Dear 

Freedom of Information Act 2000 – Information request (ref: FOI_16-230)

We have now considered your request of 24 November 2016 as clarified on 18 December 2016 for information relating to students applying for refunds on courses from the University.

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

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_16-230)

- *How many appeals have the University received in the last three years by students wishing to obtain refunds on their courses? I would like this information broken down year on year?*
 - *How many of these appeals have been successful each year?*
 - *How much money has the University paid out in the last three academic years in course refunds, broken down into each individual claim?*
- [Clarified on 18 December to define 'refund' as including both full and partial refunds]*

Please note that, at UEA, there are no formal "appeals" in relation to fees refunds as under the University's Academic Appeals and Complaints procedures appeals can only be made against an academic decision.

Requests for the refund or waiver of fees are made by students as "complaints", whether as part of formal academic complaints or as complaints made to Schools or the University's Fees Officer regarding fees charged. The former set of complaints, including those considered at the informal resolution stage of the Academic Complaints procedures, have been included in this response. It should be noted that complaints are generally made regarding issues wider than fees charged for a programme.

It should also be noted that the academic year is different in relation to Undergraduate and Postgraduate students with the former being 01 August – 31 July and the latter being 01 October – 30 September.

There were no complaints received requesting the refund or waiver of fees from undergraduates in the last 3 year academic years.

Complaints received from postgraduate students are set out in the table below. In all cases the amount awarded represented a partial refund of fees.

Year	No. complaints received	No. complaint successful?	Amount awarded
2013/14	2	2	£5,513.00 £200.00
2014/15	1	1	£11,800.00
2015/16	2	2	£5,643.00 £6,650.00