



University of East Anglia

Information Compliance (ITCS)

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22 May 2018

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_18-104)**

We have now considered your request of 02 May 2018, as clarified on 04 May, for the following information:

*“How much compensation has your university paid out every year to students, from, and including, 2014, up to, and including (up until the date of reply), 2018? Can I have the figures for every calendar year, not academic year please.*

*How much of the compensation for each year was paid out because of changes made to the recipient student’s course? For example, change of location of teaching, changing/removal of module, reduction in contact hours, downgrading in equipment available etc.”*

*[Clarified on 04 May to limit the request to compensation relating to the content or structure of courses, or changes therein, and to compensation awarded via formal channels (e.g. appeals and complaints processes)]*

Our response is in the table below:

Year	Compensation paid
2014	£0.00
2015	£3,950.00
2016	£0.00
2017	£1,000.00
2018 <sup>1</sup>	£1,273.50
Total	£6,223.50

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

<sup>1</sup> As of 15 May 2018

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

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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