



University of East Anglia

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[REDACTED]

11 June 2018

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_18-117)

We have now considered your request of 23 May 2018, as clarified on 10 June 2018, for information relating to academic appeals and complaints at UEA.

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

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_18-117)

Under the Freedom of Information Act 2000, I request the following information:

The number of academic appeals and/or complaints for the following academic years:

i) 2015-2016

ii) 2016-2017

iii) 2017-2018

The amount of compensation given after academic appeals and/or complaints for the following academic years:

i) 2015-2016

ii) 2016-2017

iii) 2017-2018

[Clarified on 10 June to restrict complaints to 'formal' complaints received by central UEA units]

Our response is in the table below:

<i>Year</i>	<i>Appeals & Complaints</i>	<i>Compensation Paid</i>
2015-16	297	£2,000.00
2016-17	302	£900.00
2017-18 ¹	161	£1,273.50

¹ Data for both questions 1 and 2 are as of 31 May 2018