



University of East Anglia

Information Compliance (ITCS)

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20 June 2018

Dear

Freedom of Information Act 2000 – Information request (ref: FOI_18-118)

We have now considered your request of 25 May 2018, as clarified on 01 June, for the following information:

'I would like to know the number of complaints your university has received against members of teaching staff across all faculties.

I would like the data for the academic years:

- 2016/2017

- 2017/2018

If resources allow it, I would be hugely grateful if the reason for the complaint (i.e. because of something a lecturer has written; because of a topic included within their curriculum; because of something entirely external from the University) could be highlighted in your response.'

[Clarified on 01 June to include postgraduate teaching supervisors]

As we have not as yet received a response to our initial request for clarification of 25 May, we are proceeding on the basis that your request is limited to formal complaints received by central University departments. We should also note that the figures represent complaints arising from both academic and non-academic grounds.

Our response is within the table below. Please note that the figures in parentheses within the 'Details' column indicate the number of complaints citing the stated reason.

Year	No. of complaints	Details
2016/17	3	Unsatisfactory staff support; personal misconduct (1)
		Lack of professionalism (1)
		Misconduct (1)
2017/18	4	Unsatisfactory staff support (4)

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.

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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