



University of East Anglia

Information Compliance (ITCS)

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[REDACTED]

19 June 2018

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_18-119)**

We have now considered your request of 25 May 2018 for the following information:

*'1. In the last three financial years (2015-16, 2016-17, and 2017-18) how much money has been paid out in compensation to students suffering problems with university-owned accommodation?*

*Please break down by year.*

*This request relates to the year that money was paid out, NOT the year that the complaint necessarily was made.*

*2. For each payment, I would be grateful if you could explain the nature of the problem, and the amount paid out to them.'*

Our response is within the attached document entitled FOI\_18-119 Appendix A.

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](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  
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