

[REDACTED]

05 September 2019

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_19-261)**

We have now considered your request of 09 August 2019 for information relating to tuition fees being waived due to complaints regarding the quality of teaching received,

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 40 working days of the date of this letter. In line with section 5.3 of the UK Government's Freedom of Information Act Code of Practice, we are not obliged to accept internal reviews after this date.

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

Kirsty McDonald  
Information Compliance Assistant  
University of East Anglia

**Response to Freedom of Information Act 2000 request (FOI\_19-261)**

*1) In relation to the 17/18 and 18/19 academic year how many times did you agree to waive a student's (postgraduate or undergraduate) tuition fees following a complaint about the quality of teaching or offer them a refund or compensation following a complaint about the quality of the teaching or more generally about the quality of their degree?*

*Please note this question relates to the waiver or refund of fees in the 17/18 and 18/19 academic year irrespective of when the complaint was lodged and irrespective of which year's teaching the complaint was made about. So this question should catch all complaints about teaching up to and including 18/19 which were paid out/refunded/waived in the 18/19 academic year.*

None. The University have not agreed to waive any student's tuition fees due to a complaint of the quality of teaching for either 2017-18 or 2018-19.

*2) For each payment please give the amount, the subject and the year of teaching to which it relates*

Not applicable. Please see our response to question 1 above.

*3) In addition, for each payment please provide a one or two sentence summary of the complaint made, e.g. 'over half of the classes were cancelled due to a lecturer's sickness and the claimant blamed this for their poor performance in the assessments'.*

Not applicable. Please see our response to question 1 above.