

**ACADEMIC COMPLAINTS STAGE ONE - Undergraduate**  
**FOR THE PERIOD 1/9/08 - 20/9/09**

Faculty & School	No of Stage One Complaints received	STAGE ONE OUTCOMES				No of Stage Two Complaints received	STAGE TWO OUTCOMES			
		Not Pursued by appellant	Head of School Action				Not Pursued	Reject	Upheld	Still in progress
			Reject	Remedial action taken <i>eg waiving fees</i> )	Still In progress					
<b>HUM</b>										
ART	0									
AMS	0									
FTV	0									
HIS	0									
LCS	0									
LIT	0									
MUS	0									
PHI	0									
PSI	0									
<b>FOH</b>										
AHP	0									
MED	0									
NAM	1	0	1			1		1		
<b>SCI</b>										
BIO	0									
CHE	0									
PHA	0									
CMP	0									
ENV	0									
MTH	0									
<b>SSF</b>										
DEV	0	0	0	0	0					
ECO	0	0	0	0	0					
EDU	1	0	1	0	0	1	1			
LAW	2	0	2	0	0	1		1		
NBS	2	0	2	0	0					
SWP	0	0	0	0	0					
<b>Total</b>	6	0	6	0	0	3	0	0	1	0

**ACADEMIC COMPLAINTS STAGE ONE - PGT**  
**FOR THE PERIOD 1/9/08 - 20/9/09**

Faculty & School	No of Stage One Complaints received	STAGE ONE OUTCOMES				No of Stage Two Complaints received	STAGE TWO OUTCOMES			
		Not Pursued by appellant	Head of School Action		Still In progress		Not Pursued	Reject	Upheld	Still in progress
			Reject	Remedial action taken <i>eg waiving fees)</i>						
<b>HUM</b>										
ART										
AMS										
FTV										
HIS										
LCS	1		1							
LIT										
MUS										
PHI										
PSI										
<b>FOH</b>										
AHP										
MED										
NAM										
<b>SCI</b>										
BIO										
CHE										
PHA										
CMP										
ENV										
MTH										
<b>SSF</b>										
DEV										
ECO										
EDU										
LAW										
NBS	1		1							
SWP										
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>					

**ACADEMIC COMPLAINTS STAGE ONE - PGR**  
**FOR THE PERIOD 1/9/08 - 20/9/09**

Faculty & School	No of Stage One Complaints received	STAGE ONE OUTCOMES				No of Stage Two Complaints received	STAGE TWO OUTCOMES			
		Not Pursued by appellant	Head of School Action		Still In progress		Not Pursued	Reject	Upheld	Still in progress
			Reject	Remedial action taken (eg waiving fees)						
HUM										
ART										
AMS										
FTV										
HIS										
LCS										
LIT	1		1			1		1		
MUS										
PHI										
PSI										
FOH										
AHP										
MED										
NAM										
SCI										
BIO										
CHE	1		1	one part upheld involving a payment						
PHA										
CMP										
ENV										
MTH										
SSF										
DEV										
ECO										
EDU										
LAW										
NBS										
SWP										
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>		<b>1</b>		

### Comparison of Academic Appeals and Complaints Figures

<b>STAGE ONE APPEALS</b>					
	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
<b>Undergraduate</b>	151	181	162	119	143
<b>Postgraduate Taught</b>	18	10	11	26	35
<b>Postgraduate Research</b>	4	9	0	0	4

<b>STAGE TWO APPEALS</b>					
	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
<b>Undergraduate</b>	17	23	33	10	21
<b>Postgraduate Taught</b>	0	1	2	7	11
<b>Postgraduate Research</b>	1	2	0	0	2

<b>STAGE ONE COMPLAINTS</b>					
	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
<b>Undergraduate</b>	0	8	6	4	6
<b>Postgraduate Taught</b>	2	2	2	3	2
<b>Postgraduate Research</b>	1	1	3	2	2

<b>STAGE TWO COMPLAINTS</b>					
	<b>2004/05</b>	<b>2005/06</b>	<b>2006/07</b>	<b>2007/08</b>	<b>2008/09</b>
<b>Undergraduate</b>	0	1	1	1	3
<b>Postgraduate Taught</b>	1	1	0	1	0
<b>Postgraduate Research</b>	1	1	0	2	1