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[REDACTED]

26 August 2015

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_15-129)**

We have now considered your request of 17 July 2015 for information regarding the number and handling of various types of complaints for the academic years 2012/2013, 2013/2014 and 2014/2015. Our response is provided on pages 2-3 of this letter, together with a copy of your original request. We trust this response will meet your requirements.

It is not, however, possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold some of the requested information. Specifically, we do not hold information relevant to questions 3(c) and 4(b) of your request for the reasons set out below said question.

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.

You have the right of appeal against this response to your request for information. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address.

You must appeal our response 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 whose [contact details](#)<sup>1</sup> can be found on their website.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

David Palmer  
Information Policy and Compliance Manager  
University of East Anglia

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<sup>1</sup> [https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us)

## Response to Freedom of Information Act 2000 request (FOI\_15-129)

We would like to know how many complaints, excluding academic appeals about grades, your institution receives, and how your institution handles complaints. We are also interested to understand whether your institution has in place a whistleblowing policy. In particular, we request information in relation to the following:

1. Information on the total number of complaints, excluding academic appeals about grades, in each academic year of 2012/13, 2013/14, 2014/15.

Academic year	Complaints
2012/13	7
2013/14	20
2014/15	26

2. Information on the number of complaints from students and parents, excluding academic appeals about grades, in each academic year of 2012/13, 2013/14, 2014/15, including for each:
  - a. the number of complaints received.
  - b. the number of complaints found by the university to be justified; not justified; partially; justified in favour of the complainant.
  - c. the total amount of financial compensation that has been paid.
  - d. the number of cases where financial compensation was paid.
  - e. the number of cases where the student agreed to keep the details of the settlement confidential.
  - f. the number of complaint decisions that were appealed.
  - g. the number of complaints escalated to the Office of the Independent Adjudicator.

Our responses to the above questions are presented within the below table.

	Question	Academic Year		
		2012/13	2013/14	2014/15
a	Number of complaints	7	20	26
b	Outcome <sup>2</sup>			
	Justified	4	1	13
	Partially justified	1	4	2
	Not justified	2	15	10
c	Total compensation	£551.65	£0.00	£12,776.00
d	Number where compensation paid	2	0	3
e	Details confidential	0	0	0
f	Number appealed	1	10	4
g	Number escalated to OIA	0	3	4

<sup>2</sup> Please note that there is one complaint from 2014/15 for which an outcome is still pending and therefore not listed in the table

3. *Information on the type of complaints made to the university since the start of the 2013/14 academic year, to the extent that this information has already been collated by the university:*

a. *the number of complaints related to any element of a change made to a course.*

There have been two (2) such complaints.

b. *the number of cases in Question 3(a) found by the university to be justified; not justified; partially justified in favour of the complainant.*

One (1) complaint was found to be justified, and one (1) complaint was found to be not justified.

c. *The number of cases in Question 2(g) found by the OIA to be justified, not justified; partially justified in favour of the complainant.*

Two (2) of the three (3) complaints were found to be justified.

***[Information not held - s.1(1)(a), Freedom of Information Act]***

The University does not hold a record of the outcome of the third case referred to the OIA.

4. *Information relating to the university's complaints process:*

a. *the number of times the Governing Body has formally reviewed the number of complaints that have been received by the institution for the 2013/14 academic year, and the 2014/15 academic year.*

Academic complaints – 1

Non-academic complaints – 0

The Governing Body of the University annually reviews all academic complaints. However, it does not review non-academic complaints

b. *the average time taken to resolve a complaint.*

The average time taken to resolve non-academic complaints in 2013-14 is 37 calendar days. However, it should be noted that this figure is distorted upwards by one complaint which took 197 days to resolve.

***[Information not held - s.1(1)(a), Freedom of Information Act]***

The University's policy is that academic complaints will be resolved within the time limits stated in the process referenced below, and therefore does not record the time taken to resolve such a complaint.

5. *Please provide documents that set out the university's complaints process and whistleblowing policy. Please indicate where there are no such documents in place.*

University's complaints process:

<https://portal.uea.ac.uk/documents/6207125/7465906/Section+3+Academic+Appeals+and+Complaints+Procedure.pdf>

The UEA Whistleblowing Policy is available on our website:

<https://www.uea.ac.uk/hr/employee-information/policies/public-interest-disclosure>