

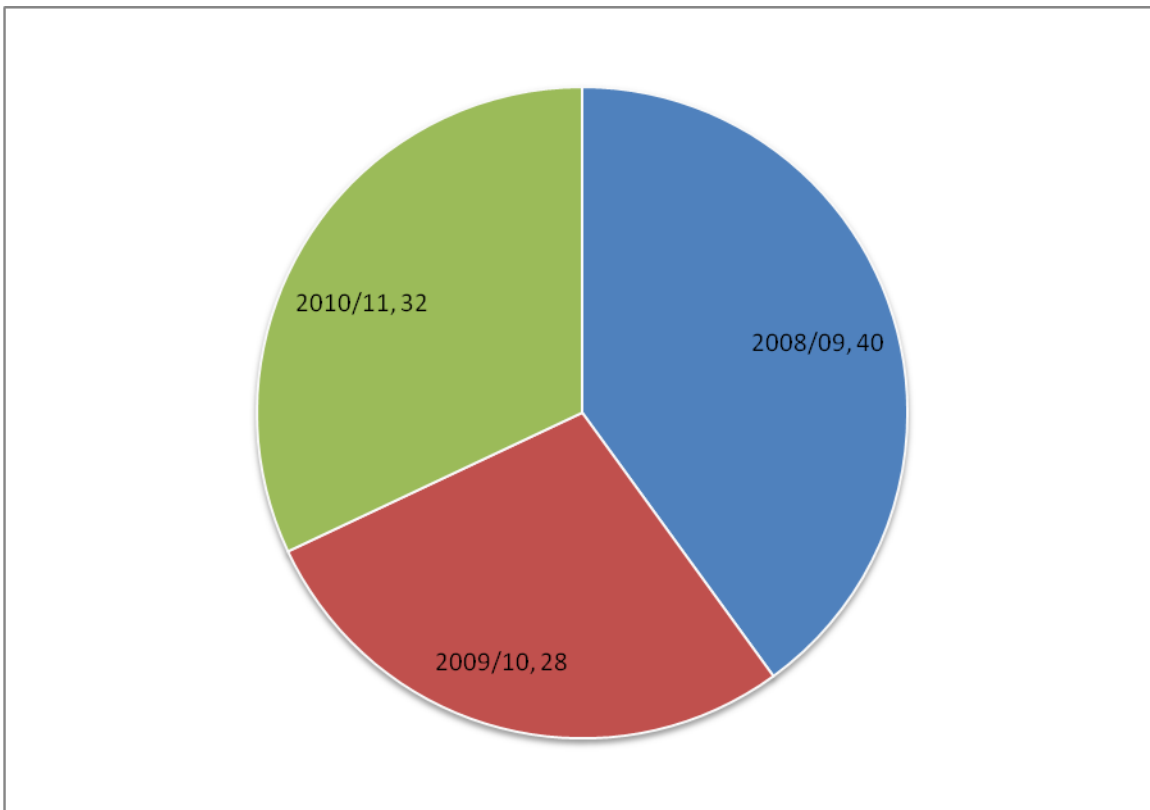
**Student Complaints Procedure
Academic Year 2010-2011 (1 September 2010 - 31 August 2011)
Annual Report**

1.0 Introduction

- 1.1 During the 2010/11 Academic year (1 September 2010-31 August 2011) 34 complaints were submitted by means of the Student Complaints Procedure, of these 1 was rejected to be dealt with by Limkokwing University, Malaysia and 1 was deemed out of time. This resulted in a total of 32 eligible complaints received, compared with 28 complaints received in the previous year.
- 1.2 This report has adopted a similar style to that incorporated in the OIA annual report and details the number of eligible student complaints received by faculty, gender, student status, financial status and age. The report also compares the number of student complaints received over the last three years and whether a response has been issued within the deadline imposed by the student complaints procedure.

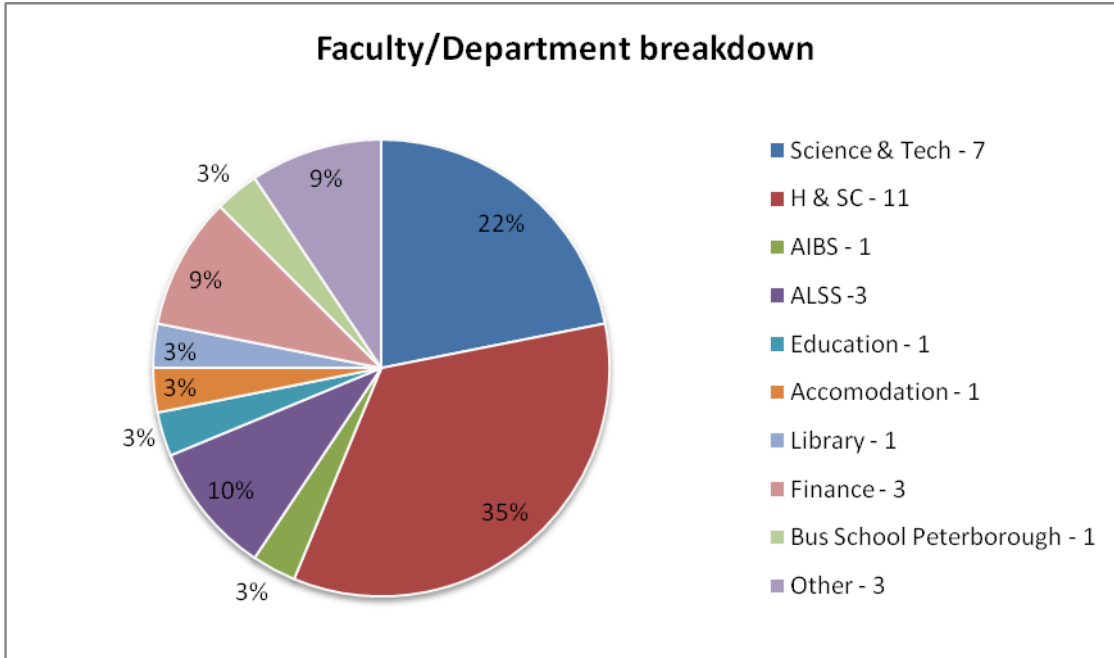
2.0 Number of eligible complaints received by year

- 2.1 The total number of complaints received during the last three academic years was:



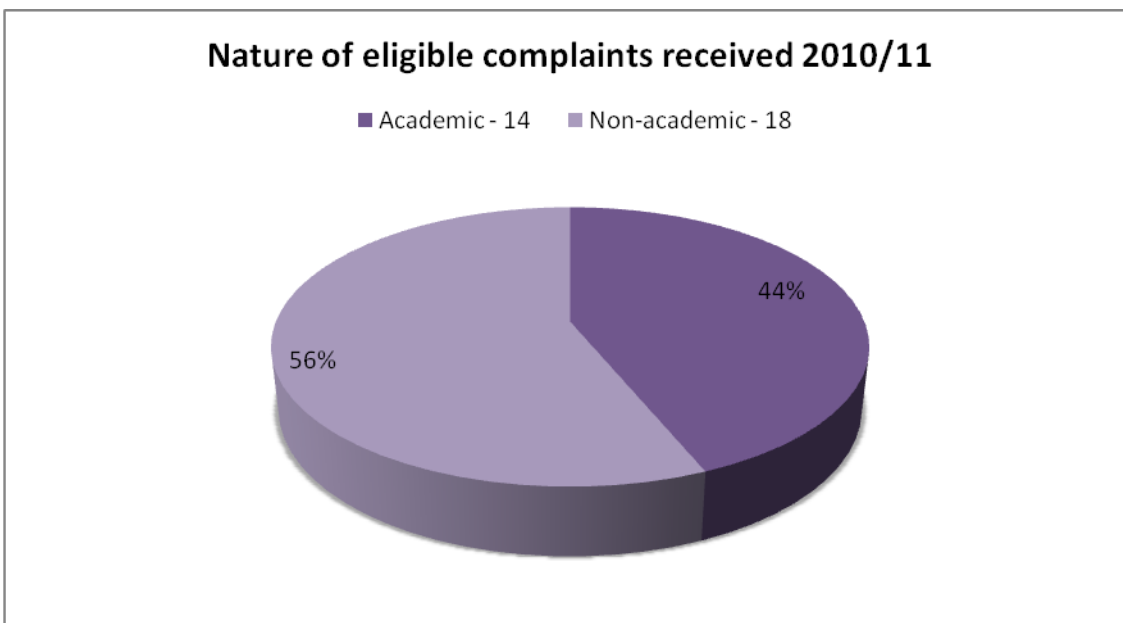
3.0 Number of eligible complaints received by Faculty/Service – 2010/11

The breakdown by Faculty/Service complained about is shown in the chart below. Of the complaints received, 3 related to a combination of faculty/services – 1 regarding both Accommodation and the Faculty of Health & Social Care; 1 regarding both the Library and Security; and 1 regarding both the Faculty of Health & Social Care and Finance – these have collectively been categorised under “Other” on the chart in order to minimise the number of categories and avoid confusion with repeated colours on the chart.



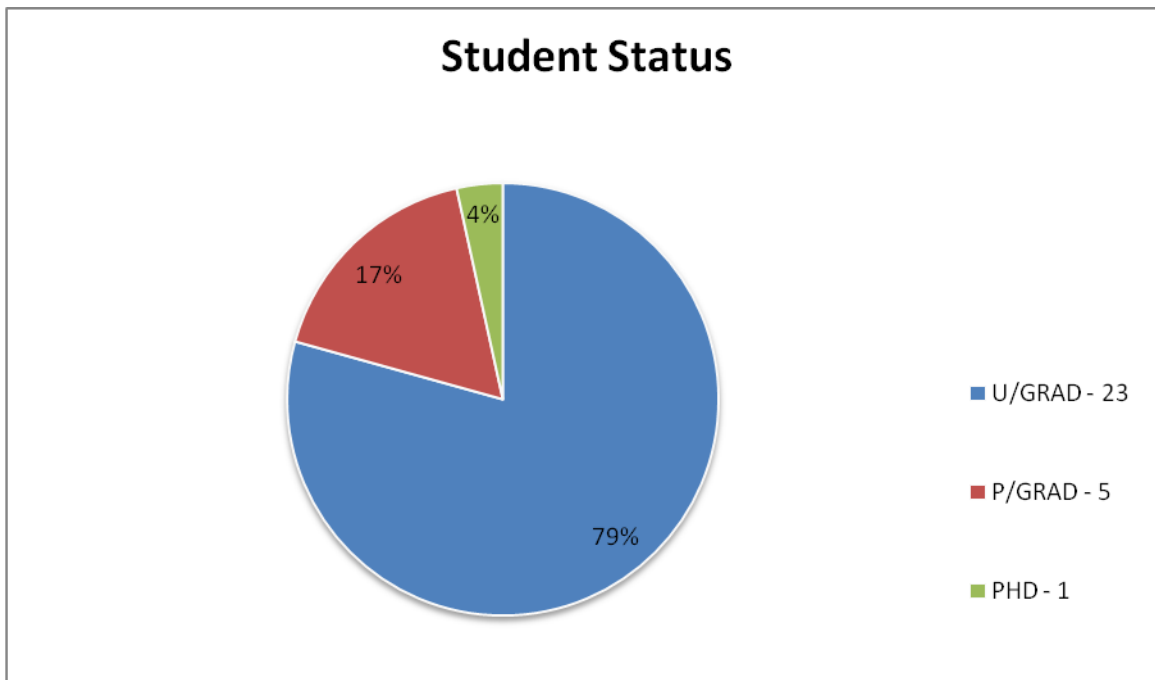
4.0 Nature of eligible complaints received – 2010/11

The nature of eligible complaints received has been categorised into those regarding academic matters i.e. complaints regarding a course, teaching, mode of teaching, academic support; and those relating to non-academic matters i.e. complaints regarding a non-academic service. The chart below shows the number of complaints relating to each category below for 2010/11, compared with 27 complaints regarding academic matters and 1 relating to non-academic matters the previous year.



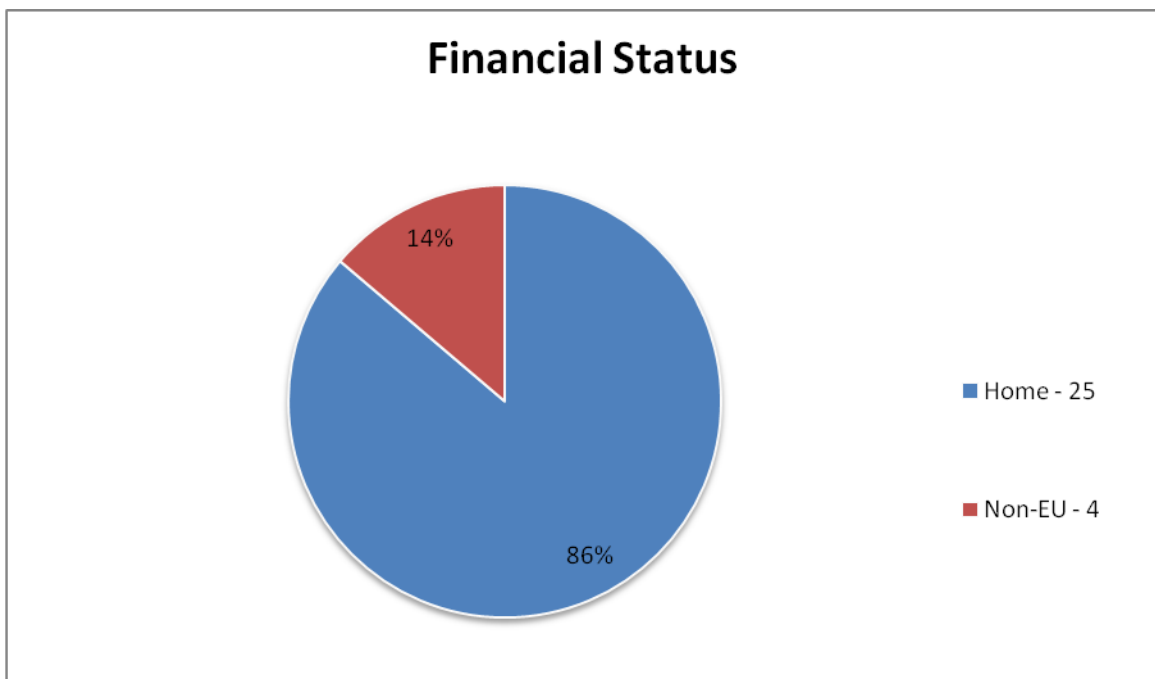
5.0 Number of complaints by Student status – 2010/11

The number of individual complaints (excluding complaints by one or more individuals or a cohort) received by student status in 2010/11 is shown in the chart below. This compares with complaints received from 25 undergraduates and 3 postgraduates the previous year.



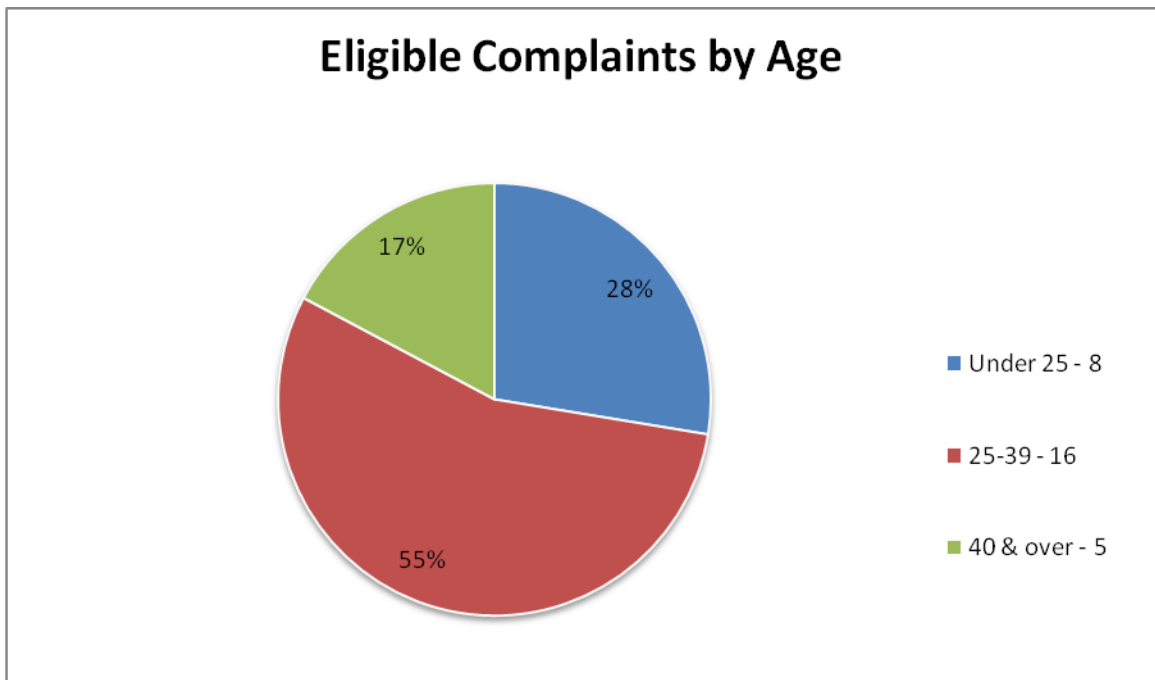
6.0 Complaints by financial status – 2010/11

The number of individual complaints (excluding complaints by one or more individuals or a cohort) received by financial status in 2010/11 is shown in the chart below. This compares with complaints received from 24 Home students, 2 EU students and 2 Non-EU students the previous year.



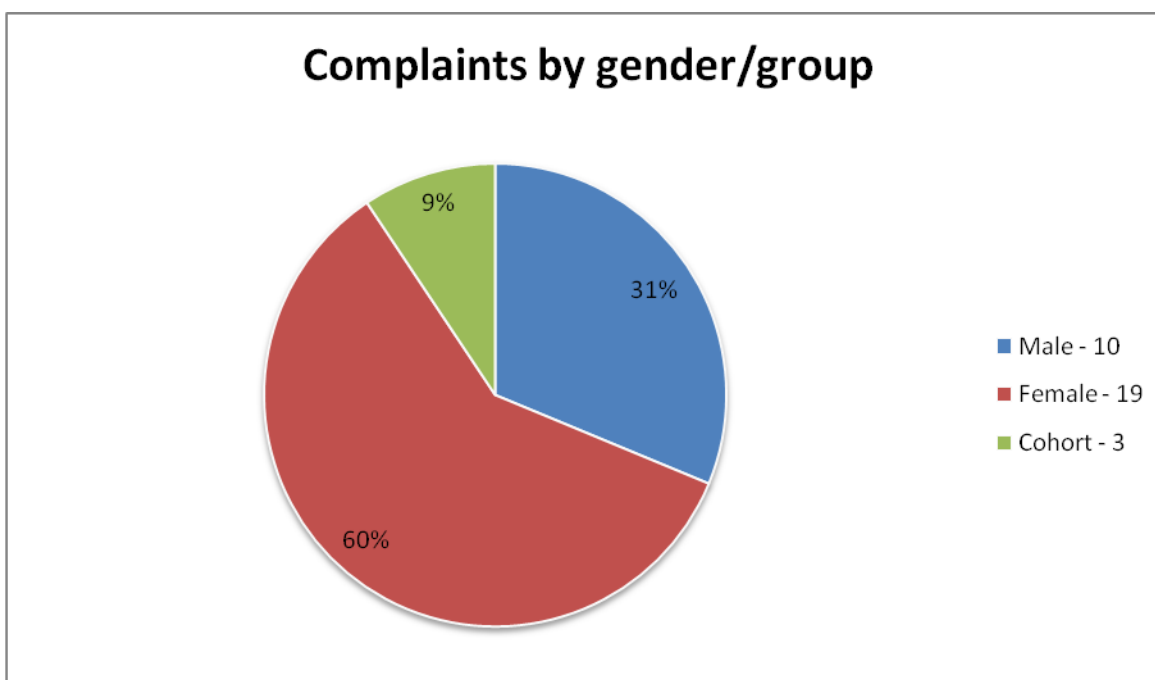
7.0 Complaints received by age group – 2010/11

The number of individual complaints (excluding complaints by one or more individuals or a cohort) received by age group in 2010/11 is shown in the chart below. This compares with complaints received from 14 students under 25; 8 students aged 25-39 and 6 students aged 40 and over during the previous year.



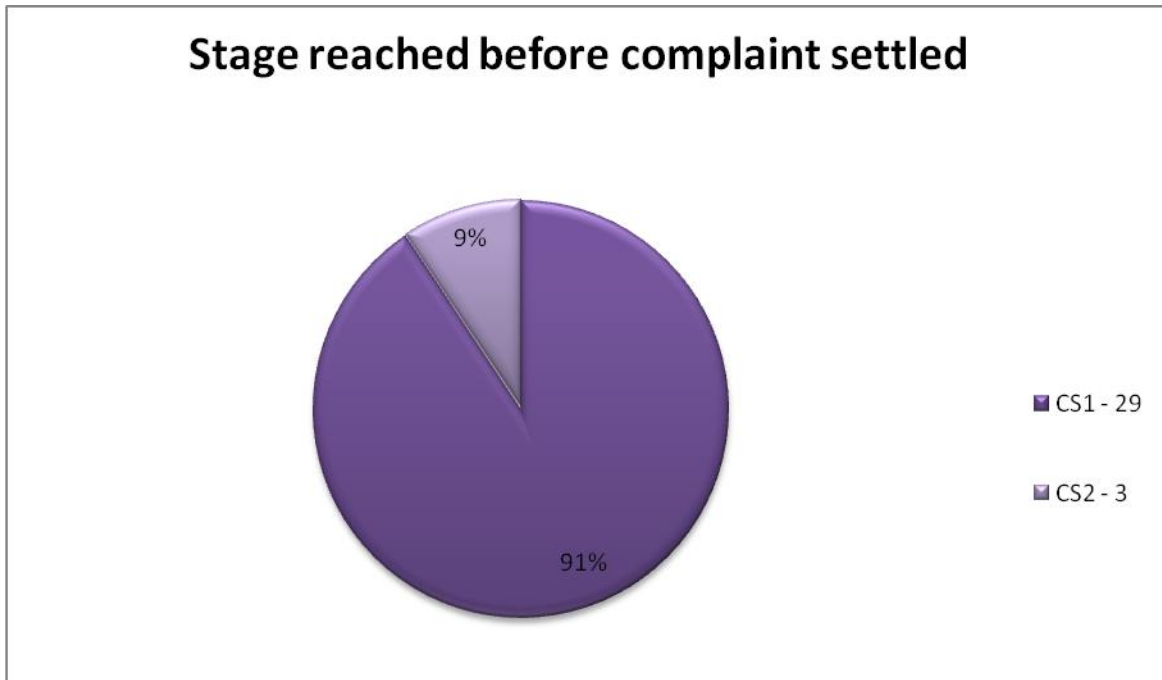
8.0 Number of complaints by gender/group – 2010/11

The number of eligible complaints received by gender/group in 2010/11 is shown in the chart below. This compares with complaints received from 11 male students and 17 female students the previous year.



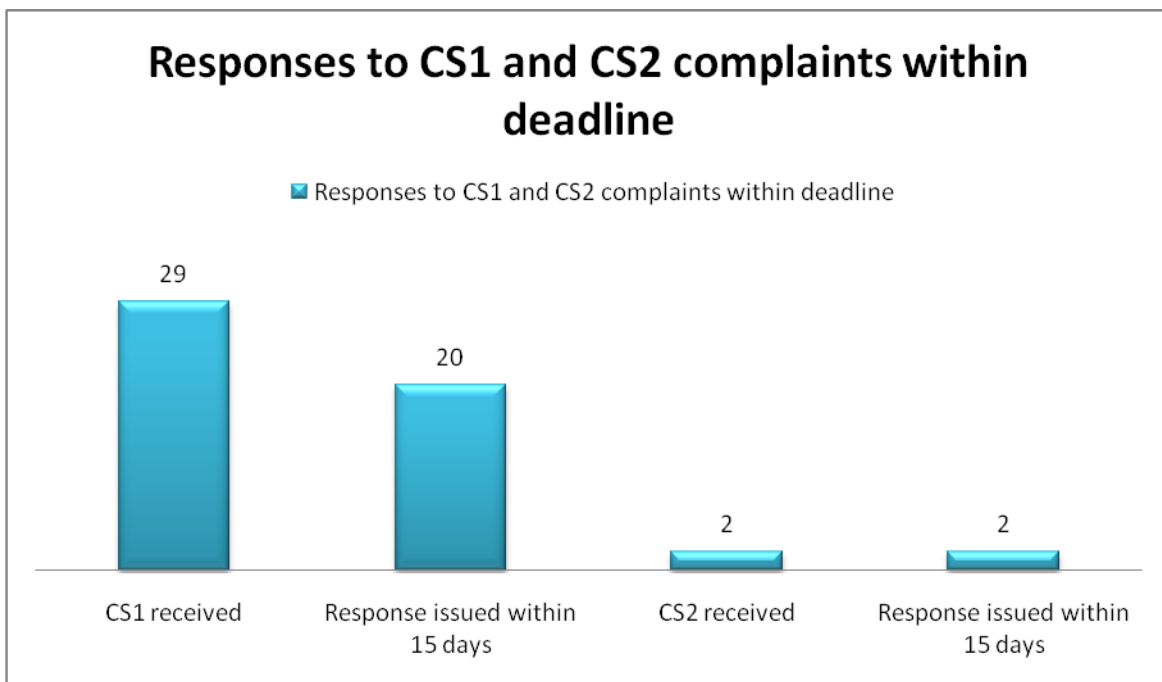
9.0 Stage reached before complaint had been settled – 2010/11

Of the eligible complaints received in 2010/11, the chart below shows the stage reached before the complaint had been settled. This compares with 25 CS1's; 2 CS2's and 1 CS3 in the previous year.



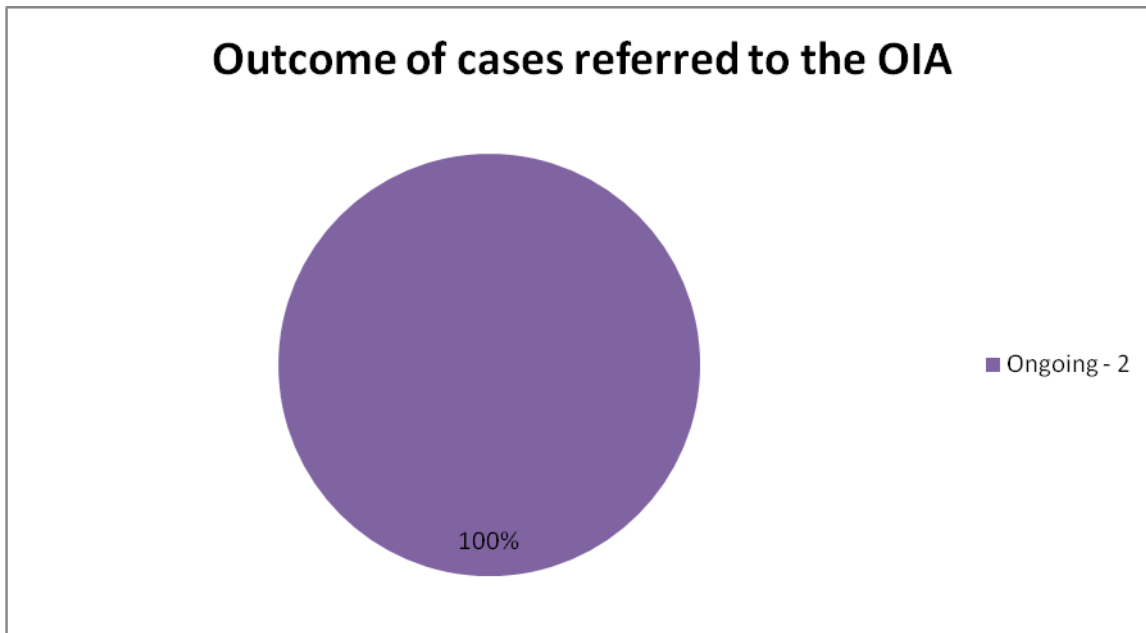
10.0 Response issued within 15 working day deadline – 2010/11

One complaint was received on 31 August 2011 at CS2 level and is therefore not included in the table below as the deadline for a response has not yet been reached. The number of responses to the CS1 and CS2 complaints issued within 15 working days was:



11.0 Cases referred to the OIA – 2010/11

The number of cases referred to the OIA during the academic year 2010/11 was 2, compared with 4 the previous year. Both cases were ongoing at the time of this report, 1 of which had been notified to the Secretary and Clerk’s office less than a month before this report was drafted. The outcome of these two cases is shown in the chart below.



12.0 Details of the Anglia Ruskin Student Complaints Procedure are available from:

- the Office of the Secretary & Clerk
- the Students’ Union
- the Anglia Ruskin website

S G Bennett
The Secretary & Clerk
September 2011