

**Student Complaints Procedure
Academic Year 2011-2012 (1 September 2011 - 31 August 2012)
Annual Report**

1.0 Introduction

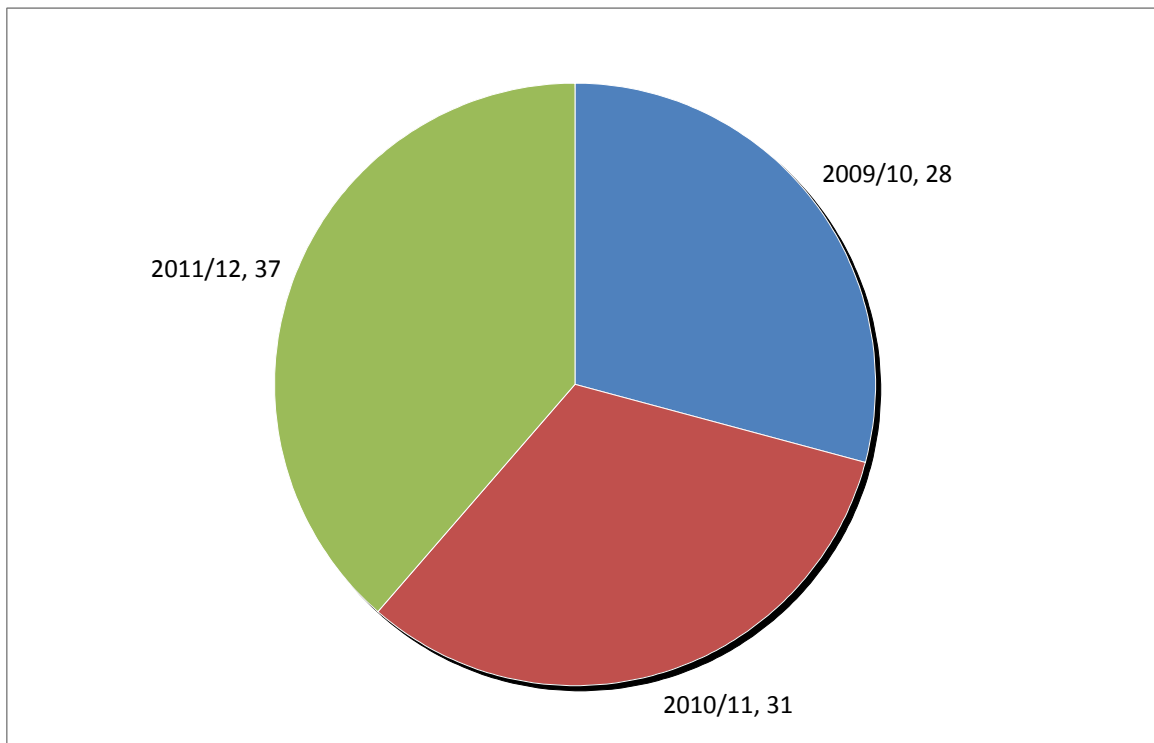
During the 2011/12 Academic year (1 September 2011-31 August 2012) 42 complaints were submitted by means of the Student Complaints Procedure, of these 2 went straight to CS2; 1 was rejected as it related to academic judgement; 1 complaint where further information was requested to pursue the matter; and 1 was halted as the matter was being dealt with as an insurance claim. This resulted in a total of 37 eligible complaints received, compared with 31 eligible complaints received in the previous year.

Of the 37 eligible complaints received, 10 complaints were received from students with a disability which has been declared on SITS.

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.

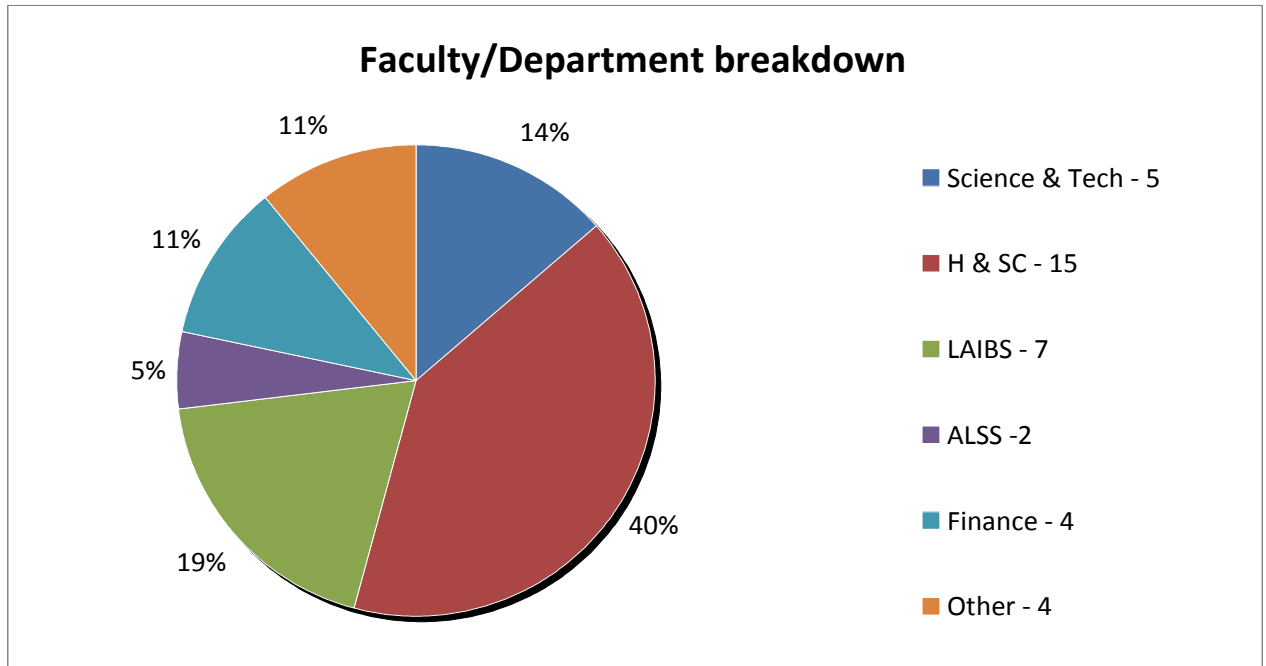
2.0 Number of eligible complaints received by year

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



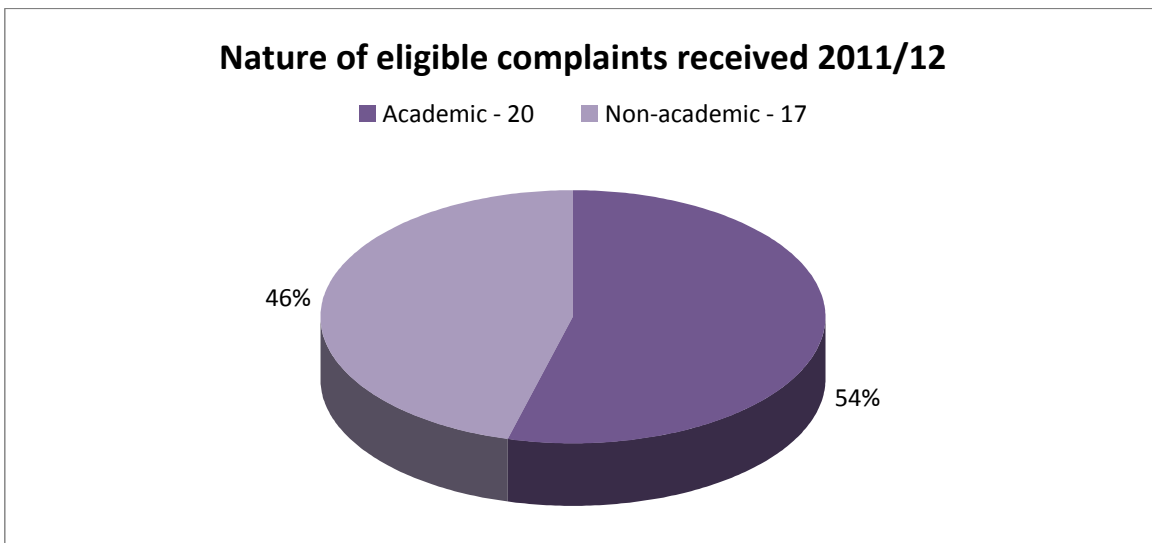
3.0 Number of eligible complaints received by Faculty/Service – 2011/12

The breakdown by Faculty/Service complained about is shown in the chart below.



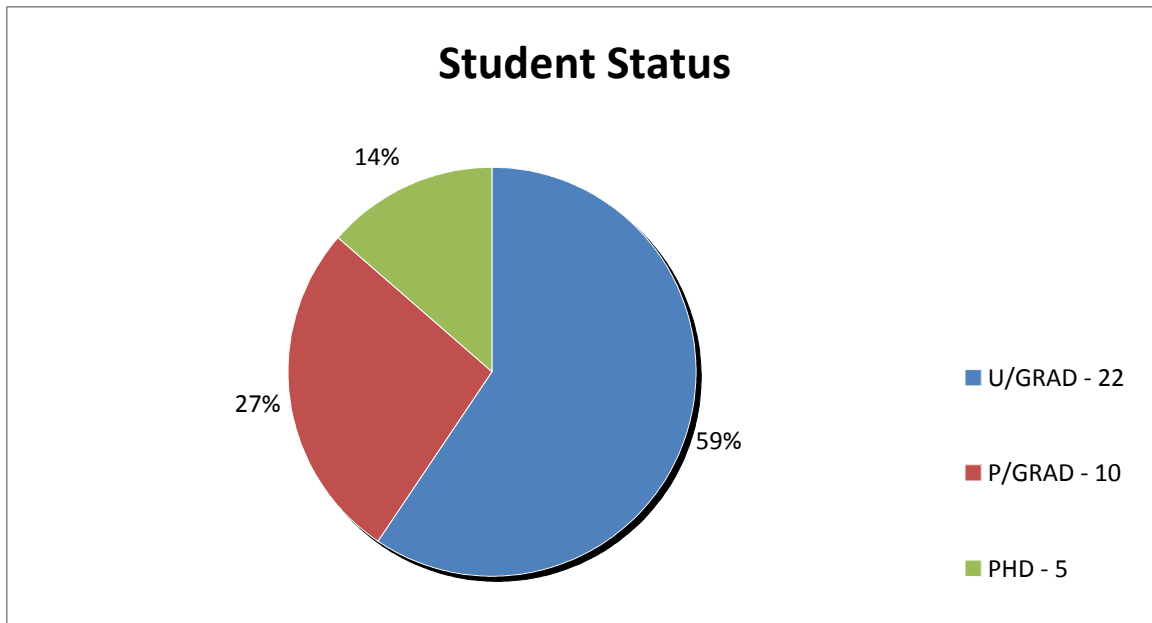
4.0 Nature of eligible complaints received – 2011/12

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 2011/12, compared with 13 complaints regarding academic matters and 18 relating to non-academic matters the previous year. :-



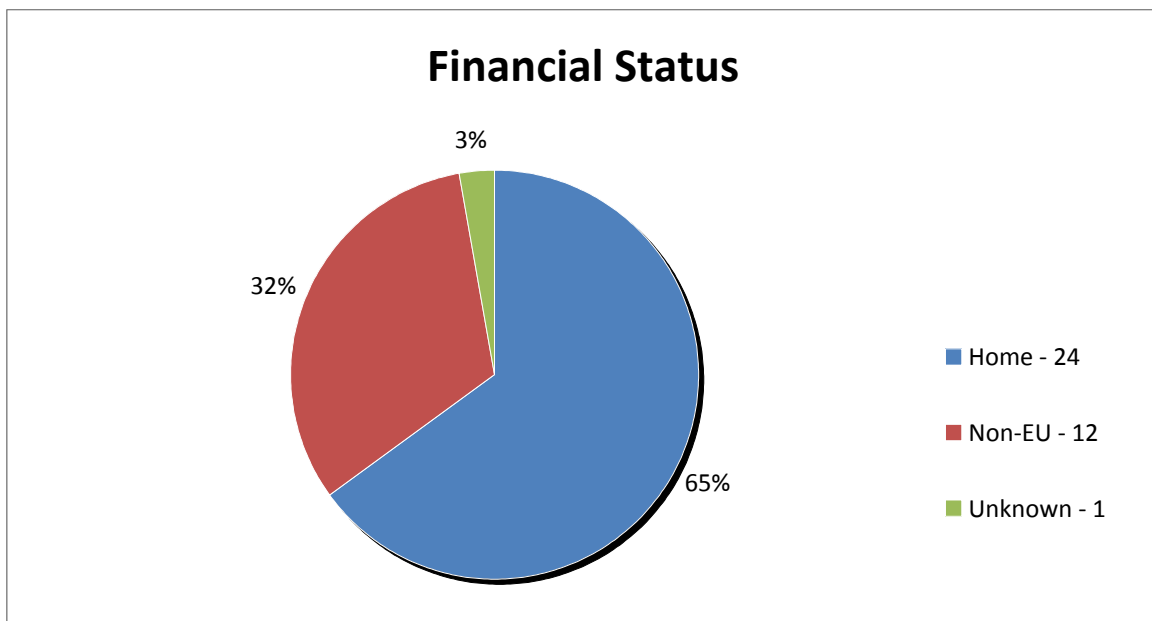
5.0 Number of complaints by Student status – 2011/12

The number of individual complaints (excluding complaints by one or more individuals or a cohort) received by student status is shown in the chart below, compared with 25 undergraduate, 5 post-graduate and 1 PhD student the previous year. :



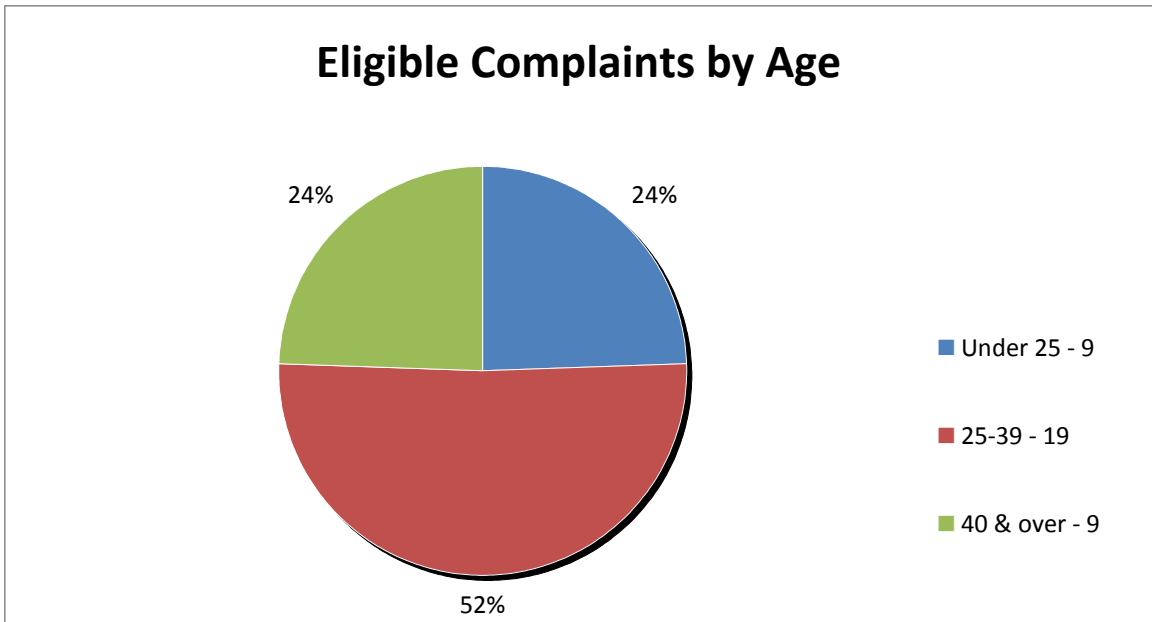
6.0 Complaints by financial status – 2011/12

The number of individual complaints (excluding complaints by one or more individuals or a cohort) received by financial status is shown in the chart below, compared with 25 home students, 3 non-EU students and 1 unknown the previous year. :



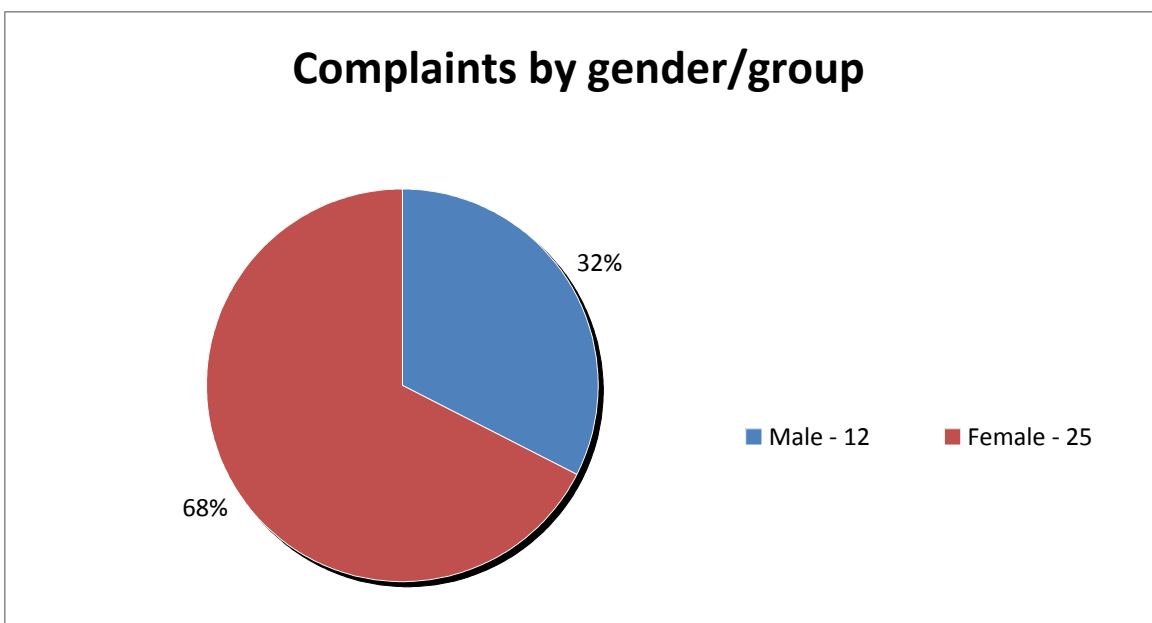
7.0 Complaints received by age group – 2011/12

The number of individual complaints (excluding complaints by one or more individuals or a cohort) received by age group is shown in the chart below, compared with 8 students aged under 25, 16 students aged 25-39, and 5 students aged 40 and over the previous year. :



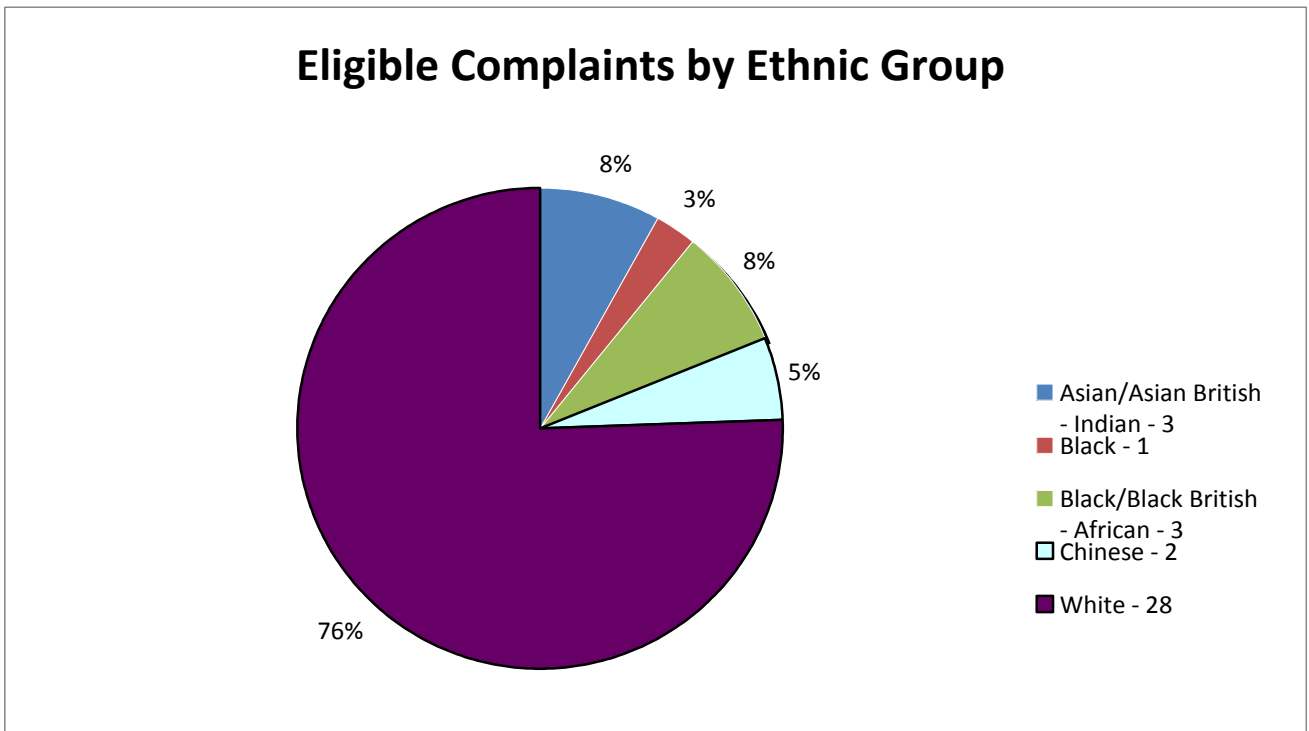
8.0 Number of complaints by gender/group – 2011/12

The number of eligible complaints received by gender/group is shown in the chart below, compared with 10 male, 19 female and 2 cohorts in the previous year. :



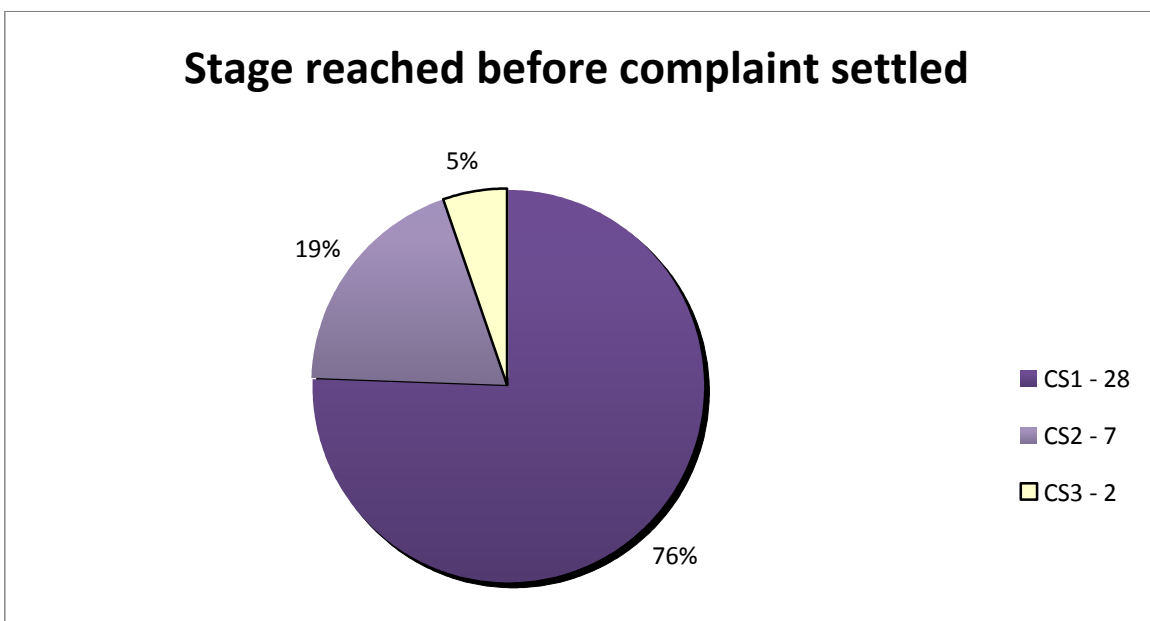
9.0 Complaints received by ethnic group – 2011/12

The number of individual complaints (excluding complaints by one or more individuals or a cohort) received by ethnic group is shown in the chart below. :



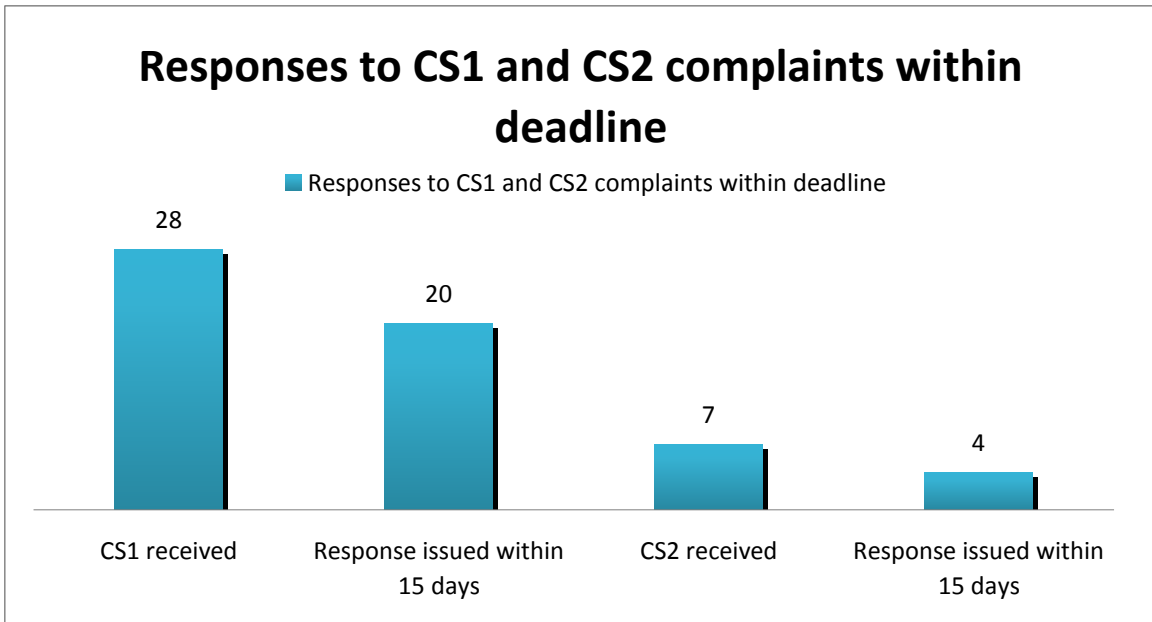
10.0 Stage reached before complaint had been settled – 2011/12

Of the eligible complaints received in 2011/12, the chart below shows the stage reached before the complaint had been settled. This compares with 29 CS1's and 2 CS2's in the previous year.



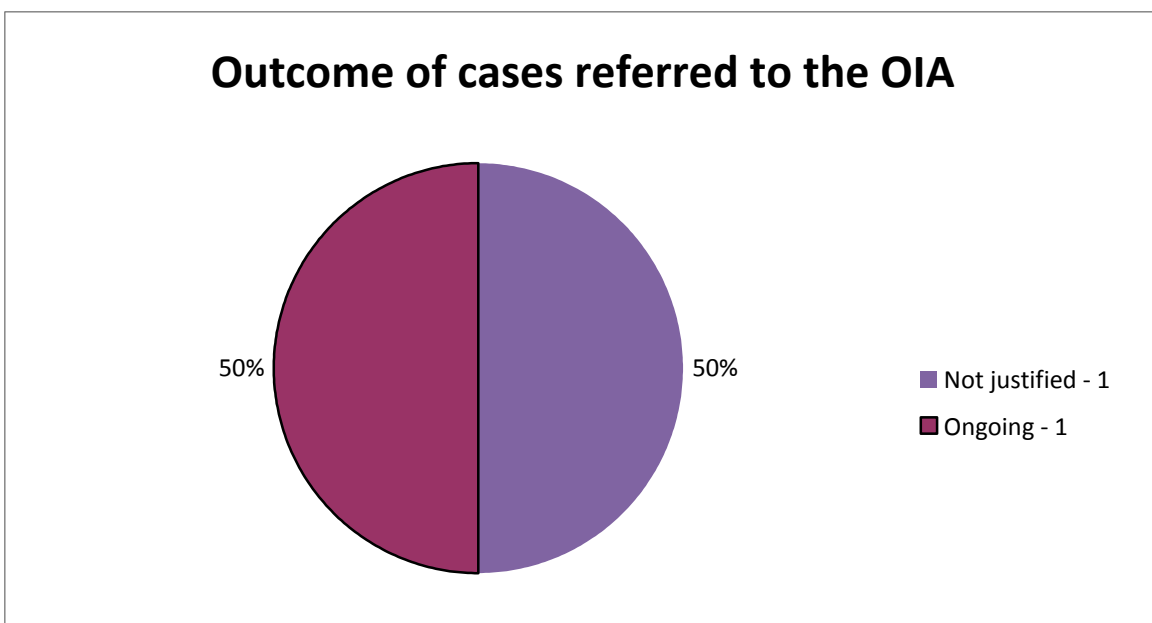
11.0 Response issued within 15 working day deadline – 2011/12

The number of responses to the CS1 and CS2 complaints issued within 15 working days is shown in the chart below. This compares with 20 out of 29 CS1's answered within 15 working days and 2 of 2 CS2's answered within 15 working days. At the time of preparing this report one CS2 complaint was still under investigation, in accordance with the timescale set out in the procedure. :



12.0 Cases referred to the OIA – 2011/12

The number of cases referred to the OIA during the academic year 2011/12 was 2. The outcome of these two cases is shown in the chart below. This compares with 2 cases referred to the OIA in the previous year.



13.0 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
October 2012