	Academic Year 2021/22	Student Population 2021/22	Academic Year 2020/21	Student Population 2020/21	Academic Year 2019/20	Student Population 2019/20	Academic Year 2018/19	Student Population 2018/19	Academic Year 2017/18	Student Population 2017/18	Academic Year 2016/17	Student Population 2016/17	Academic Year 2015/16	Student Population 2015/16	Academic Year 2014/15	Student Population 2014/15
Complaints Handling Procedure (CHP) Data																
Total Number of Cases	48	23662 (0.2%)	33	14473 (0.2%)	25	15045 (0.2%)	58	16978 (0.3%)	104	16208 (0.6%)	94	15479 (0.6%)	75	15118 (0.5%)	84	15140 (0.6%)
Frontline Cases	16 (33%)		11 (33%)		8 (32%)		19 (33%)		72 (74%)		80 (85%)		56 (75%)		57 (69%)	
Investigated Cases	32 (67%)		22 (67%)		17 (68%)		39 (67%)		32 (33%)		14 (15%)		19 (26%)		27 (31%)	
Frontline Cases Closed Within Timeline *(within 5 working days)*	9 (19%)		9 (27%)		8 (32%)		9 (16%)		57 (57%)		74 (93%)		51 (91%)		43 (75%)	
Frontline Cases Granted an Extension*	7 (15%)		2 (6%)		0 (0%)		10 (17%)		15 (15%)		6 (7%)		4 (7%)		14 (25%)	
Investigated Cases Closed Within Timeline *(within 20 working days)*	21 (44%)		20 (61%)		11 (44%)		23 (40%)		20 (19%)		4 (29%)		11 (58%)		16 (59%)	
Investigated Cases Granted an Extension*	11 (23%)		2 (6%)		6 (24%)		16 (28%)		12 (12%)		10 (71%)		8 (42%)		11 (41%)	
Frontline Cases Upheld~	6 (13%)		8 (24%)		7 (28%)		6 (10%)		27 (28%)		36 (41%)		36 (64%)		11 (19%)	
Frontline Cases Partially Upheld~#	5 (10%)		0 (0%)		0 (O%)		1 (2%)		16 (16%)		1 (1%)		4 (7%)		2 (4%)	
Frontline Cases Not Upheld~	5 (10%)		3 (11%)		1 (4%)		12 (21%)		29 (30%)		43 (49%)		15 (27%)		44 (77%)	
Investigated Cases Upheld	6 (13%)		6 (18%)		2 (8%)		7 (12%)		10 (10%)		5 (36%)		6		7 (26%)	
Investigated Cases Partially Upheld#	4 (8%)		3 (9%)		1 (4%)		10 (17%)		6 (6%)		3 (21%)		2		2 (8%)	
Investigated Cases Not Upheld	18 (38%)		12 (36%)		11 (44%)		20 (34%)		14 (13%)		5 (36%)		9		19 (56%)	
Investigated Cases Not Yet Closed	0 (0%)		0 (0%)		0 (0%)		2 (3%)		2 (2%)		1 (7%)		-		-	
Average Time Taken to Resolve Frontline Cases (in working days)	8 working days		8 working days		1 Working day		9 Working days		7 working days		3 working days		7 working days		6 working days	
Average Time Taken to Resolve Investigated Cases	25 working days		24 Working days		24 Working days		27 Working days		17 working days		20 working days		31 working days		21 working days	

*The MCHP recognises that not all investigations will be able to meet the 5 or 20 day deadlines on the basis of the complex nature of some submissions which will require careful consideration and detailed investigation. Where a delay occurs, the agreement of the complainant is sought.

~The outcome of informal (frontline) cases is not always easily defined as 'upheld' or 'not upheld' dependent on the nature of the concern raised. Where a resolution has been sought, the case has been recorded as 'upheld', however, where an issue has resulted in the clarification of policy, or noted without further investigation, the case has been appropriately recorded but 'not upheld'.

#Where a complaint has covered several issues, where any of these are upheld, the outcome is recorded as 'partially upheld'.

"This figure includes cases withdrawn by the complainant or referred for investigation under a process or policy other than the CHP, such as internal HR procedures.

School/Section	Academic Year 2020/21		Academic Year 2019/20		Academic Year 2018/19		Academic Year 2017/18		Academic Year 2016/17		Academic Year 2015/16		Academic Year 2014/15	
	Frontline	Investigated	Frontline	Investigated	Frontline	Investigated	Frontline	Investigated	Frontline	Investigated	Frontline	Investigated	Frontline	Investigated
Business School	1	1	1	1	1	2	4	1		1	1			
School of Divinity, History & Philosophy	0	1	0	2	0	5	1	1			5			
School of Education	0	0	0	1	0	8	2	4		3		1		
School of Language & Literature	0	1	0	0	0	2	0	2		2			3	3
School of Law	1	1	0	0	0	1	9	1				1		
School of Social Science	2	1	1	0	1	0	0	0	6	2	2	1	1	1
School of Biological Sciences	0	0	0	0	0	1	0	1		2				
School of Medicine, Medical Sciences & Nutrition	0	1	0	3	0	2	0	1	6	4	1	1		
School of Psychology	0	1	0	0	0	1	0	1						
School of Engineering	0	1	0	0	1	2	2	3		1	1	3	2	2
School of Geosciences	0	1	0	0	0	0	0	3				2		
School of Natural & Computing Sciences	0	3	0	1	0	2	0	0		1				
Academic Affairs	0	2	0	3	0	6	3	3	3	1	9	8	12	12
Accommodation	0	4	0	3	0	0	0	1			1			1
Campus Services (incl. Commercial and Catering Services)	0	0	0	0	3	0	23	1	9		3		1	1
Careers	0	0	0	0	0	0	0	0			1			
Communications and Events	0	0	0	0	0	0	0	0						
Estates	0	1	4	0	0	3	0	2	1	1	3		1	1
External Relations	0	0	0	0	0	0	0	0						
Finance	0	1	0	0	0	0	0	0						
Human Resources	0	0	2	0	1	0	0	0						
Student Life (including Infohub)	1	1	0	1	3	3	1	3	7	5	10	1	2	2
IT Services	0	0	0	1	0	1	0	2						
Planning	0	0	0	0	0	0	0	0					2	2
Research & Innovation	0	0	0	0	0	0	0	0						
Student Recruitment and Admissions	0	0	0	0	0	0	0	0						
Library	0	0	0	1	0	0	0	2			4		1	1
Development Trust	0	0	0	0	0	0	0	0						
Principal's Office/Secretary/SVP Offices	1	1	0	0	9	0	27	0	48		14		31	31
Arts & Social Sciences (College Office)	-	-	-	-	-	-	-	-						
Physical Sciences (College Office)	-	-	-	-	-	-	-	-				1		
Life Sciences & Medicine (College Office)	-	-	-	-	-	-	-	-			2			
Totals	**6**	**22**	**8**	**17**	**19**	**39**	**72**	**32**	80	23	56	19	57	57