

Mr John Gilchrist
Freedom of Information Officer

20 June 2018

Ref: FOI/May 2018/ Fraser Smith

By email to fsmith1407@outlook.com

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Dear Mr Smith

Your request for information received on 23 May 2018 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

Under the Freedom of Information Act 2000, I request the following information:

The number of academic appeals and/or complaints for the following academic years:

- i) 2015-2016
- ii) 2016-2017
- iii) 2017-2018

The amount of compensation given after academic appeals and/or complaints for the following academic years:

- i) 2015-2016
- ii) 2016-2017
- iii) 2017-2018

University Response

Academic Appeals

	Appeals	Successful	Unsuccessful
2015	160	50	110
2015/2016	189	65	124
2016/2017	242	65	177

Appeals were recorded by calendar year until 2015. The record from 2015 onwards have been recorded by academic year and there is therefore an overlap of data from 1st October to 31st December 2015 within the number for 2015 and 2015/2016.

Until the academic year 17/18 ends we will not have a figure for appeals. Results are published at the end of June and students have a month to submit an appeal. We also have boards in July and September for students who studied in 17/18 and so the last appeals allowed in for study during 17/18 will be around the end of October 2018.

Student Complaints

	Total
2015/2016	37
2016/2017	54

2017/18

This academic year has not yet been completed so we are not yet in a position to report on the final number of complaints received by students so we do not hold the information you have requested.

We have had 3 cases over the period of time you have specified of which the resolution of an official complaint has involved the University offering monetary compensation to the complainant.

- Lack of support from the University during placement year, disorganised service from placement advisor - £700
- Admissions made a mistake and admitted student to a program that they did not qualify so offer was not valid – Full refund of tuition fees £11,500
- Finance Administrative error – Goodwill gesture of £200

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mrs Teresa Kelly, Clerk to the Board of Governors, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 6018, t.kelly@mdx.ac.uk within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

John Gilchrist

Freedom of Information Officer