

Mr John Gilchrist
Freedom of Information Officer

5 March 2019

Ref: FOI/January 2019/ Fraser Smith

By email to fsmith1407@outlook.com

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Dear Mr Smith

Your request for information received on 4 January 2019 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 (To Date)
- ii) 2016-2017 (To Date)
- iii) 2017-2018 (To date)

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

- i) 2015-2016 (To Date)
- ii) 2016-2017 (To Date)
- iii) 2017-2018 (To Date)

University Response

Academic Appeals

| | Appeals | Successful | Unsuccessful |
|---------|----------------|-------------------|---------------------|
| 2015 | 160 | 50 | 110 |
| 2015/16 | 189 | 65 | 124 |
| 2016/17 | 242 | 65 | 177 |
| 2017/18 | 247 | 40 | 207 |

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.

Student Complaints

| | Total |
|---------|-------|
| 2015/16 | 37 |
| 2016/17 | 54 |
| 2017/18 | 65 |

Compensation:

We have had 6 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
- Goodwill gesture - £250
- Fee Waiver of 50% of first year fees – Due to administrative error - £5,000
- Fee Waiver due to lack of attendance and timetabling error - £1,125

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 Mr David Maplas, Director of Student Affairs, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 5830, d.malpas@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