

## Recorded Stage 1 Complaints 1<sup>st</sup> August 2023 to 31<sup>st</sup> July 2024

School /Service Area	2023/24
Admissions	33
Careers	0
Events	0
Facilities/Security/Estates	9
Executive	4
Finance	33
QAE	0
ADLS	0
GCU LONDON	16
Governance & Legal Services	1
Graduate School	0
GSBS	15
Information Services	0
Library	2
Marketing	0
Outreach	0
People Services	4
Registry	14
SCEBE	30
SHLS	40
Strategy & Planning	0
Student Enquiries, Advice and Events Team	3
Student Life & Wellbeing	1
U2B	0
RIO	0
VISA	8
WISE	0
Yunus Centre	0
<b>TOTAL</b>	<b>213</b>

Stage 1 Complaints by Category and Area – 2023/24						
Description of Complaint	Total and outcome	GSBS	SCEBE	SHLS	GCUL	Professional Support Depts
Service Provision	60	1	1	3	5	50
Student Support	3	0	2	1	0	0
Policy and Procedures	51	0	6	5	2	38
Staff attitude & behaviour	18	2	3	6	2	5
Teaching and Assessment	56	12	16	22	6	0
Fees & Funding	13	0	0	0	1	12
Other	12	0	2	3	0	7
More than 1 from above	0	0	0	0	0	0
<b>TOTAL</b>	<b>213</b>	<b>15</b>	<b>30</b>	<b>40</b>	<b>16</b>	<b>112</b>

Stage 1 Complainant category – 2023/24	
Member of the public	27
Student	184
Staff	2
<b>TOTAL</b>	<b>213</b>

**Recorded Stage 2 Complaints: 1 August 2023 to 31 July 2024**

Complainant by Type of Student	23/24
Home Student	5
International Student	7
Group/Joint Complaint	0
RUK	3
EU	1
Non-student	2
<b>TOTAL</b>	<b>18</b>

Complainant by Level of Study	23/24
Level of Study	
Undergraduate	3
Post-graduate	12
PhD	1
Non Student	2
<b>TOTAL</b>	<b>18</b>