

**Recorded Stage 1 Complaints 1 August 2022 to 31<sup>st</sup> July 2023**

<b>School /Service Area</b>	<b>Number of Complaints</b>
Admissions	37
Careers	2
Events	1
Facilities/Security/Estates	11
Executive	0
Finance	47
QAE	0
ADLS	0
GCU LONDON	10
Governance	2
Graduate School	1
GSBS	13
Information Services	7
Library	2
Marketing	0
Outreach	0
People Services	1
Registry	35
SCEBE	21
SHLS	25
Strategy & Planning	0
Student Enquiries, Advice and Events Team	3
Student Life & Wellbeing	7
U2B	1
RIO	0
VISA	17
WISE	0
Yunus Centre	0
<b>TOTAL</b>	<b>243</b>

Stage 1 Complaints by Category and Area - 2022/23						
Description of Complaint	Total and outcome	GSBS	SCEBE	SHLS	GCUL	Professional Support Depts
Service Provision	84	2	3	2	2	75
Student Support	11	1	4	0	1	5
Policy and Procedures	54	4	0	1	4	45
Staff attitude & behaviour	10	1	1	5	2	1
Teaching and Assessment	28	3	9	12	1	3
Fees & Funding	47	2	3	1	0	41
Other	9	0	1	4	0	4
More than 1 from above	0	0	0	0	0	0
<b>TOTAL</b>	<b>243</b>	<b>13</b>	<b>21</b>	<b>25</b>	<b>10</b>	<b>174</b>

Stage 1 Complainant category	
Member of the public	17
Student	220
Staff	4
Other	2
<b>TOTAL</b>	<b>243</b>

#### Recorded Stage 2 Complaints 1 August 2022 to 31<sup>st</sup> July 2023

Complainant by Type of Student	22/23
Home Student	8
International Student	3
Group	1
RUK	0
EU	0
Non-student	2
<b>TOTAL</b>	<b>14</b>

Complainant by Level of Study	22/23
<b>Level of Study</b>	
Undergraduate	8
Post-graduate	3
PhD	1
Non Student	12
<b>TOTAL</b>	<b>14</b>