

University of Manchester

Annual report of student academic appeals, student complaints, and student conduct and discipline cases 2022/23¹

Contents

Section 1: Executive summary	2
The past year	2
Updates and future priorities	4
Section 2: Summary of all cases considered in 2022/23	6
Section 3: Student Complaints (Regulation XVIII).....	7
Formal complaints submitted to Faculties.....	7
Accommodation complaints.....	8
Review of formal complaint outcomes by TLD.....	10
Marking and Assessment Boycott complaints	11
Section 4: Formal Academic Appeals to Faculty (Reg XIX).....	12
Formal academic appeals submitted to Faculties.....	12
Review of Faculty appeal outcomes by TLD.....	15
Section 5: Conduct and Discipline of Students (Reg XVII)	17
Summary of all formal discipline cases.....	17
School level discipline cases.....	17
Faculty level discipline cases	20
Campus Life cases	22
Exam misconduct.....	27
Halls discipline cases (Residential Services).....	28
Appeals against disciplinary outcomes handled by TLD.....	30
Section 6: Fitness to Practise.....	32
Faculty Fitness to Practise cases.....	32
Appeals against Fitness to Practise outcomes handled by TLD	33
Section 7: Complaints taken by students to the Office of the Independent Adjudicator (OIA)	34
Section 8: Profile of student population 2022/23	37

¹ Presented to Senate in February 2024

Section 1: Executive summary

The Annual Report details the number and nature of formal academic appeals, complaints, discipline and fitness to practise cases handled each academic year and is required under the Regulations for the relevant areas.

The past year

The overall number of cases across the different Regulations remains a relatively small proportion of the total student population, and has fallen from 2021/22.

	Cases	Pop	% of total student population
2021/22	2,487	46,108	5.39%
2022/23	1,781	46,001	3.87%

Industrial action (marking and assessment boycott)

- In late June 2023, the Teaching and Learning Delivery (TLD) team developed a process outside of the standard student complaints route to handle formal complaints specifically relating to the impact of the marking and assessment boycott (MAB). This was in line with OIA guidance on complaints received as a result of a significant disruption.
- MAB complaints figures are not included in grand totals in section 2 of this report.
- Streamlining the process can minimise potential delays and reduce the impact on resources, and it was hoped this approach would ease the potential burden on Schools and Faculties.
- The response to this approach was very positive, from case-handling colleagues as well as TLSG from both staff and the Students' Union.
- TLD developed an online form which students were directed to if they approached their School or Faculty to make a MAB-related complaint. It was also linked from the student FAQs.
- TLD monitored the responses to the form, acknowledged and triaged complaints, and assigned to a pool of case-handlers. This pool of around 17 colleagues included more experienced case-handlers (who were assigned more complex complaints) and others who were provided with bespoke training by TLD within 2 weeks of the first complaint being submitted. Templates and other resources were provided. All were offered overtime payments for MAB work.
- Complaints were responded to in chronological order; those with well-being concerns were sent additional support information and were prioritised.
- Themes were:
 - Lack of communications (or perceived lack of comms).
 - Not understanding why they are entitled to no compensation or a lower amount of compensation.
 - Not understanding how a degree award has been calculated with partial marks.
 - Wanting to appeal.
 - Referring back to earlier strike action(s).

- As of mid-December 2023, the complaint form remains open to students. This is because some marks are still yet to be finalised. Data relating to MAB complaints is included in the complaints section of this report and is accurate at 13/12/2023.

Formal complaints

- 23% of Faculty-level complaints were Dignity at Work and Study complaints (i.e. bullying/harassment).
- Other complaints are predominantly related to facilities/services or academic provision/progress.
- Complaints regarding accommodation are submitted directly to Residential Services. In 2022/23 complaints to Residential Services decreased from 70 to 56. These predominantly related to maintenance issues.
- The Division of Campus Life handles reports of harassment/hate/gender-based violence through its Report and Support platform, and those figures (including any investigations initiated by Campus Life) are not included here.

Academic Misconduct

- School-level academic misconduct cases have fallen again this year, in line with the spike of cases during the peak of the Covid-19 pandemic, and the gradual return of plagiarism and collusion case numbers to the pre-Covid period. See section 5 for more detail.
- Plagiarism remains the largest proportion of misconduct cases dealt with at Faculty level. The proportion of collusion cases has fallen both at School and Faculty level.
- The number of alleged contract cheating cases has risen slightly, by 3%.
- The guidance around good practice for students in using Generative AI was published in 2022/23. No data has yet been captured on cases of alleged misconduct involving AI.
- There remains a high proportion of academic misconduct cases involving Chinese and Asian or Asian British students. In instances where action is taken in respect of academic misconduct:
 - At School level, 35% were Chinese and 24% Asian or Asian British.
 - At Faculty level, 35% were Chinese and 22% Asian or Asian British.
 - This compares to the % ethnicity across the University of 18% Chinese and 12% Asian or Asian British.
 - White students made up 42% of the University population, and 19% of School-level cases and 19% of Faculty-level cases.
- 48% of all exam misconduct cases this year involved Chinese students, 15% White students, 13% Asian or Asian British and 12% Arab students.

Academic Appeals

- The number of formal academic appeals has risen steadily since 2019-20, from 262 to 383 to 462. In 2022/23 the number fell for the first time since 2019, from 462 to 398.
- In 2022/23 students primarily appealed against 'other decision of the Board of Examiners' (44%), exclusions due to academic failure (37%), and degree classification awarded (18%).
- FBMH received 46% of all appeals, HUMS 21%, and FSE 27%.
- As in previous years, by far the most common ground of appeal was late mitigating circumstances.

- In 2022/23 the majority of formal appellants were Chinese students (27%), Asian or Asian British (20%), and White (19%). The University ethnicity breakdown is 18% Chinese, 12% Asian or Asian British and 42% White students. The ethnicity breakdown of students appeals broadly aligns to the University-level ethnicity breakdown.

Review requests handled by Teaching and Learning Delivery (TLD)

- In 2022/23 48% of complaint review requests were upheld or partially upheld (an increase from 19% in 2021/22).
- In 2022/23, 58% of academic appeal review requests were upheld or partially upheld (an increase from 48% in 2021/22).
- In 2022/23, 10% of disciplinary outcome appeal requests were upheld or partially upheld (a decrease from 17% in 2021/22).

Complaints reviewed by the Office of the Independent Adjudicator (OIA)

- The number of complaints considered by the OIA fell from 51 in 2021/22 to 45 in 2022/23.
- 49% of the complaints were from the Faculty of Humanities
- In 2022/23, 1 case was found to be justified, and 2 cases were found to be partly justified. Further details on outcomes are in section 7 of this report.

Previous Senate reports, together with procedural information, are available on the TLD website: <http://www.tlso.manchester.ac.uk/appeals-complaints/reportstosenate/>

Updates and future priorities

Regulation XIX

- In November 2023 the re-draft of Regulation XIX (Academic Appeals) was successfully implemented, along with online appeal forms.
- The Regulation was approved by AQSC at the end of October 2023, and the beginning of November 2023 by Senate.
- The updated Regulation focused on plain/accessible language, support information, a glossary of terms, an updated flowchart, and on streamlining the process.
- The SEP tech and process team had been due to deliver a CRM along with online forms in time for the 2021/22 and then 2022/23 academic year.
- As CRM/forms will not now be in place for 2022/23, TLD has developed online forms using Qualtrics for Stages One, Two, and Three of the appeal process as an interim measure.
- The changes to Reg XIX are primarily in tone and language; the three-stage process is largely the same as the previous version of the Regulation, and is in line with the OIA's Good Practice Framework.
- The informal stage is now referred to as Stage One and the formal stage as Stage Two. There are no significant changes to process in terms of consideration of appeals and decision-making; instead the process change focuses on the labelling of Stages One, Two, and Three, using the digital/online forms and ensuring consistency at each stage.
- Benefits to the updated Regulation include:
 - Consistent process across the University.
 - Improved student experience in using the online forms and navigating the Regulation.
 - Students are required to complete compulsory fields before continuing.

- Simple download of appeal form PDF and attachments for case-handling colleagues.
- Appeal data will be easier to access for the annual Senate Report, and data available for reporting at any time of the year.
- School-level appeal data will be available to TLD for inclusion in the Report to Senate for the first time.
- The proposed implementation has been supported by stakeholder communication across the University, training materials, toolkits, templates, and the Appeals, Complaints, Conduct, and Discipline (ACCD) network which is already well established with over 100 members.

Appeals, Complaints, Conduct, and Discipline network

- In 2022 the ACCD network was opened to all colleagues across the University with an involvement or interest in student casework.
- In July 2023 the first annual ACCD Conference was successfully hosted on campus, and feedback was overall very positive. The second annual conference is planned for July 2024.
- More than 150 colleagues are now registered on the network and have access to a dedicated Teams space and [a Sharepoint site](#) containing guidance and resources (including training and a toolkit). Feedback on the site and resources has been positive.
- A calendar of open meetings has been planned out through to October 2024, including presenters from Halls discipline, the legal team, Advice and Response, and Conduct and Discipline.

Mental health and academic appeals

- In 2023, in collaboration with DASS/Campus Life we launched an awareness/training video and guidance for case-handlers relating to appeals citing mental health difficulties.
- The video discusses the regulatory framework, guidance within the sector, the impact on our own students, and how we can remove barriers for disabled students facing mental health challenges.
- The written guidance is designed to help case-handlers understand cases in which the appeal can be upheld without the need for a formal response from DASS.
- It is hoped this will make processes more efficient for case-handling teams, remove barriers for students, and enable DASS to concentrate its time on supporting students directly.

Regulation XVIII (Student Complaints)

- A holistic review of the Dignity at Work and Study (D@WS) policy suite is still ongoing, including colleagues from Campus Life, TLD, Equality Diversity and Inclusion, People & Organisational Delivery, and the legal team.
- The group made good progress in 2021/22 but is now awaiting the outcome of the OfS consultation on sexual harassment/violence in HE, including its recommendations to HEIs.
- The review of Reg XVIII is dependent on the progress of the D@WS review, as 'people' complaints will be removed from Reg XVIII and will sit within the new policy suite. We cannot remove this element from Reg XVIII until this is ready.
- It is hoped that the D@WS policy suite review will be finalised in 2022/23 so that Reg XVIII can be updated.

- Like Reg XIX, the focus will be on plain/accessible language, support information, and introducing online forms.

Section 2: Summary of all cases considered in 2022/23

All cases considered in 2022/23

	Inc. Faculty and Accommodations complaints						Inc. School, Faculty, Accommodations, and Campus Life.					
	Academic appeals			Complaints			Conduct & Discipline			Fitness to Practise		
	21/22	22/23	% - / +	21/22	22/23	% - / +	21/22	22/23	% - / +	21/22	22/23	% - / +
Formal	462	398	-14%	69	123	78%	1,722	1,124	-37%	16	19	19%
Review	27	36	33%	12	23	92%	70	48	-31%	4	0	-100%
OIA	13	34	162%	19	11	-42%	7	0	-100%	0	0	
TOTAL	502	468		100	157		1,799	1,172		20	19	

Case numbers and University population

	Pop.	Academic Appeals ²		Formal complaints ³		Conduct & Discipline ⁴		2022/23 Total	2021/22 Total	% +/-
		No.	%	No.	%	No.	%			
HUMS	20,220	108	0.5%	59	0.3%	622	3.08%	789 (4%)	1008 (5%)	- 1%
FBMH	12,804	201	1.6%	50	0.4%	281	2.2%	532 (4%)	620 (3%)	+ 1%
FSE	12,977	132	1%	45	0.3%	268	2%	445 (3%)	562 (3%)	-
Unknown ⁵	-	27	-	3	-	1	-	31	-	-

² Includes Formal (Faculty) stage cases, review stage (TLD) cases, and OIA cases.

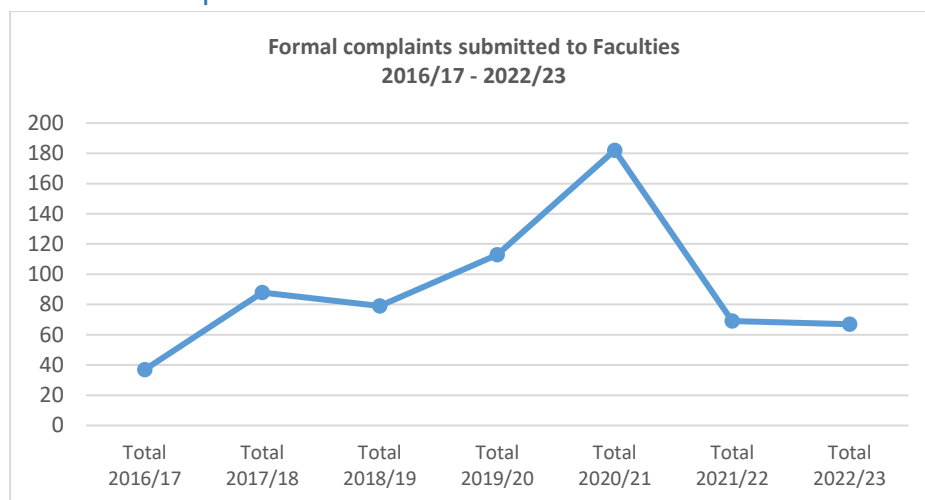
³ Includes Formal (Faculty) stage cases, accommodation cases, review stage (TLD) cases, and OIA cases. Does **not** include Marking and Assessment Boycott complaints.

⁴ Includes School, Faculty, Campus Life, and Halls discipline data, as well as review stage (TLD) cases and OIA cases.

⁵ Campus Solutions returns data integrity errors for these students.

Section 3: Student Complaints (Regulation XVIII)

Formal complaints submitted to Faculties.



Total 2022/23	67
Total 2021/22	69
Total 2020/21	182
Total 2019/20	113

Summary of Faculty complaints

Faculty	Level of study			Gender		Fee status			22/23 Total	%	21/22 Total	%
	UG	PGT	PGR	F	M	UK	EU	OS				
HUMS	14	5	2	13	8	16		5	21	32	32	46
FBMH	9	9	4	13	9	17		5	22	34	21	30
FSE	14	2	9	7	15	18	2	2	22	34	16	23
Total⁶	34	16	15	33	32	51	2	12	65		69	

Type of Faculty complaint

Type	Level of study			Gender		Fee status			22/23 Total	21/22 Total ⁷
	UG	PGT	PGR	F	M	UK	EU	OS		
<i>Unspecified type</i>	11	4	5	9	11	17	1	2	20 (31%)	12 (17%)
Facilities/services	4	8	3	13	2	11		4	15 (23%)	14 (20%)
Dignity at Work & Study	10	1	4	5	10	13	1	1	15 (23%)	18 (26%)
Academic provision/progress	9	2	1	5	7	7		5	12 (18%)	14 (20%)
Supervision		1	2	1	2	3			3 (5%)	6 (9%)
Total⁸	34	16	15	33	32	51	2	12	65	64

⁶ The grand total includes an additional **two** complaints where academic career and other data are not indicated on Campus Solutions, i.e. 67 grand total.

⁷ 21/22 also included an additional **five** Covid and/or Industrial Action complaints, i.e. 69 grand total.

⁸ The grand total includes an additional **two** complaints where academic career and other data are not indicated on Campus Solutions, i.e. 67 grand total.

Faculty complaint outcomes

Outcome	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Dismissed	19	6	7	11	21	24	2	6	32 (50%)	33 (48%)
Upheld	7	5	4	13	3	12		4	16 (24%)	10 (14%)
Ongoing	6	3	4	6	7	12		1	13 (20%)	6 (9%)
Withdrawn		2		1	1	1		1	2 (3%)	6 (9%)
Referred	2			2		2			2 (3%)	7 (10%)
<i>Other/not specified</i>										7 (10%)
Total⁹	34	16	15	33	32	51	2	12	65	69

Of the 16 complaints that were upheld at Faculty in 2022/23:

- 2 resulted in an apology (one of which also included a £350 compensation payment)
- 3 resulted in compensation of £1,200, £500, and £500
- 3 were offered an explanation
- 8 did not specify a resolution

In 2022/23 two cases resulted in compensation at the Faculty stage compared to 10 cases in 2020/21 and 4 in 2019/20.

Faculty complaints by fees status, ethnicity, and gender of complainant

Ethnicity	UK		EU		OS		22/23 Total	21/22 Total	University Population % Ethnicity
	F	M	F	M	F	M			
White	23	15	1		2	3	44 (68%)	34 (49%)	42%
Asian or Asian British	2	3				1	6 (9%)	10 (14%)	12%
Chinese		2			3	1	6 (9%)	9 (13%)	18%
Other ethnic background	2	1					3 (5%)	5 (7%)	3%
Arab		1				2	3 (5%)	3 (4%)	3%
Other Black background		1					1 (2%)		<1%
<i>Information refused/unknown</i>				1			1 (2%)	1 (1%)	11%
Mixed - White and Asian		1					1 (2%)	1 (1%)	2%
Black or Black British								3 (4%)	4%
Other Asian background								2 (3%)	4%
Mixed - White and Black								1 (1%)	1%
Grand Total	27	24	1	1	5	7	65	69	

Accommodation complaints

While many Regulation XVIII complaints are submitted to Faculties, complaints regarding accommodation are submitted directly to Residential Services. In 2022-23 the total number of complaints to Residential services was 56, compared to 70 in 2021/22.

⁹ The grand total includes an additional **two** complaints where academic career and other data are not indicated on Campus Solutions, i.e. 67 grand total.

Total 2022/23	56
Total 2021/22	70
Total 2020/21	54
Total 2019/20	57

Summary of accommodation complaints

Type	Upheld	Partially Upheld	Dismissed	22/23 Total	21/22 Total
Maintenance	10	3	20	33 (59%)	35 (50%)
Multiple/other	3		7	10 (18%)	26 (37%)
Other domestic	1	1	3	5 (9%)	
Internet		2	2	4 (7%)	
ResLife service			2	2 (4%)	2 (3%)
Reception service	1			1 (2%)	
Infestation			1	1 (2%)	4 (6%)
Financial					1 (1%)
Safety/security					2 (3%)
Covid-19					
Grand total	15	6	35	56	70

Financial compensation

Total 2022/23	£8,598
Total 2021/22	£10,958
Total 2020/21	£678
Total 2019/20	£623

The total amount of compensation awarded in 2022/23 was £8,598, a slight reduction on 2021/22. Some of the issues compensated for were:

- No extractor fan (rent refund to 10 students).
- Intermittent hot water (rent refund).
- Broken ethernet port.
- Mould in bathroom due to broken extractor fan.
- Leaks, or no water.
- Disposal of personal items/post.

Review of formal complaint outcomes by TLD

Summary of complaint outcome review requests

23 students (compared with 12 in 2021-22) requested a review of their formal complaints by the Director of Student and Academic Services.

11 cases were fully or partially upheld, with outcomes as follows:

- £2,500 compensation, apology, and feedback to Faculty, School, and Doctoral Academy.
- Additional compensation of £196
- Compensation increased to £5,000
- Compensation increased to £200 and apology made.
- Referred to DASS for further investigation.
- An increase in compensation and recommendations made to DASS.
- Two cases where the compensation was increased to £500 and £600.
- Two cases where the IGO was notified of a possible data breach, case referred to P&OD disciplinary process, guidance to Faculty on investigations, and guidance to School on bystander intervention training.
- Recommendation to the Student Services Centre.

Outcome	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Fully or partly upheld	4	3	4	7	4	9		2	11 (48%)	2 (19%)
Dismissed	3	3	4	6	4	7		3	10 (43%)	7 (58%)
Out of time	1		1	1	1	2			2 (9%)	3 (25%)
Total	8	6	9	14	9	18		5	23	12

Total 2022/23	23
Total 2021/22	12
Total 2020/21	16
Total 2019/20	13

Summary of complaint outcome review requests by ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		22/23 Total	21/22 Total	University Population % Ethnicity
	F	M	F	M	F	M			
White	9	4			1	1	15 (65%)	8 (67%)	42%
Asian or Asian British	1	3				1	5 (22%)		12%
Black or Black British	1						1 (4%)	1 (8%)	4%
Other Asian background					1		1 (4%)		4%
Chinese					1		1 (4%)	2 (17%)	18%
Other mixed background								1 (8%)	<1%
Total	11	7			3	2	23	12	

The 11 students whose cases were fully or partly upheld were White (10) and Black or Black British (1).

Marking and Assessment Boycott complaints

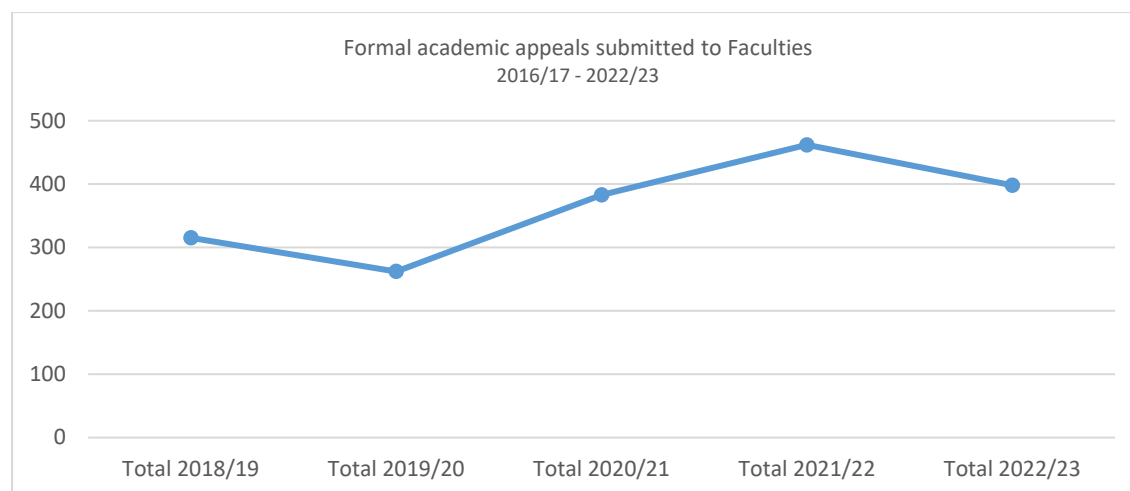
This data is accurate as of 13/12/23.

Faculty	School	Ongoing	Appeal email	Closed	Non-COP outcome	COP	COP (upheld)	Grand Total
FBMH	SBS					2		2
	SHS		1			10		11
HUMS	AMBS		2					2
	SALC	1	5		4	40	2	52
	SEED					2		2
	SoSS	1	4	6	1	22	1	35
FSE	ENG		1			1		2
	NAT SCI				1	4		5
Grand Total		2	13	6	6	81	3	111

- Appeal emails were sent to students who wanted to appeal their 'predicted' classification, advising them of the appeals process.
- Non-Completion of Procedures outcomes were sent to students who we felt had not fully fleshed out more complex circumstances within their complaint, and who we considered would benefit from a review stage.
- Upheld cases were generally related to students receiving incorrect communications or experiencing a delay in receiving payments.
- 100 graduating students and 11 progressing students have complained.
- The total additional compensation awarded so far is £2,600. (This is in addition to the proactive 'delayed award payments' made to impacted students.)
- Our average response time is 14 working days and the median response time is 8 working days.

Section 4: Formal Academic Appeals to Faculty (Reg XIX)

Formal academic appeals submitted to Faculties.



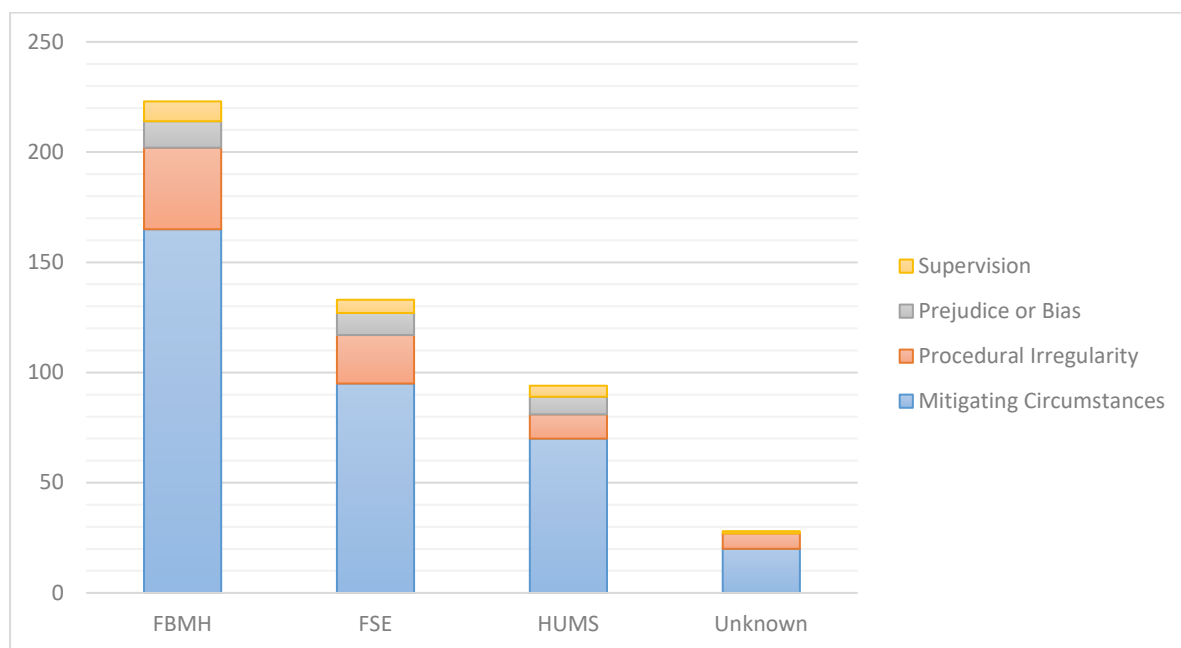
Total 2022/23	398
Total 2021/22	462
Total 2020/21	383
Total 2019/20	262

Summary of formal academic appeals

Faculty	Level of study				Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	Unknown	F	M	UK	EU	OS		
FBMH	161	14	7		109	73	127	6	49	182 (46%)	209 (45%)
HUMS	31	48	4		42	41	18	2	63	83 (21%)	139 (30%)
FSE	79	16	11		29	77	35	6	65	106 (27%)	100 (22%)
Unknown ¹⁰	1	1	2	23	9	18			4	27 (7%)	14 (3%)
Total	272	79	24	23	189	209	180	14	181	398	462

¹⁰ Campus Solutions returns data integrity errors for these students.

Formal academic appeals by Faculty and ground(s) of appeal



(Note that multiple grounds may be selected per appeal.)

Decision appealed against

Decision	Level of study				Gender		Fee status				22/23 Total	21/22 Total
	UG	PGT	PGR	<i>Unknown</i> ¹¹	F	M	UK	EU	OS	UKWN		
Other decision of BoE/equivalent, or not recorded	132	31	6	7	78	98	87	8	74	7	176 (44%)	213 (46%)
Exclusion due to academic failure	114	12	12	9	69	78	70	4	64	9	147 (37%)	145 (31%)
Degree Classification/Qualification Awarded	25	34	6	6	40	71	22	2	41	6	71 (18%)	100 (22%)
Exclusion due to work and attendance	1	2		1	2	4	1		2	1	4 (1%)	4 (1%)
Total	272	79	24	23	189	209	180	14	181	23	398	462

¹¹ Campus Solutions returns data integrity errors for these students.

Formal appeal outcomes

Outcome	Level of study				Gender		Fee status				22/23 Total	21/22 Total
	UG	PGT	PGR	<i>Unknown¹²</i>	F	M	UK	EU	OS	<i>UKWN</i>		
Appeal upheld	103	26	3	7	76	63	75	5	52	7	139 (35%)	142 (31%)
Dismissed – no substance	74	21	13	5	45	68	48	4	56	5	113 (28%)	124 (27%)
Dismissed – invalid grounds	43	13	2	11	33	36	30	3	25	44	69 (17%)	113 (24%)
Withdrawn/not pursued	41	14	2		25	32	21		36		57 (14%)	40 (9%)
<i>Other/not specified</i>												24 (5%)
Ongoing	11	5	4		10	10	6	2	12		20 (5%)	19 (4%)
Total	272	79	24	23	189	209	180	14	181	23	398	462

The number of appeals dismissed on the basis that they are invalid, as allowed for by paragraph 5 of Regulation XIX, saw a decrease in 2022/23 from 24% to 17%. A formal appeal may be dismissed from the outset because it has not been made in time, because it is considered to be a challenge to academic judgement or because it does not meet a pre-condition for an appeal on a particular ground (for example, the Faculty may consider that an appeal made on the ground of mitigating circumstances should be rejected because the student has not offered a credible and compelling reason, with supporting documentation, explaining why they did not utilise the mitigating circumstances procedure prior to receiving their results).

Formal academic appeals by fee status, ethnicity, and gender.

Ethnicity	UK		EU		OS		<i>Unknown</i>		22/23 Total	21/22 Total	University Population % Ethnicity
	F	M	F	M	F	M	<i>F</i>	<i>M</i>			
Chinese	2	2		1	49	54			108 (27%)	105 (23%)	18%
Asian or Asian British	31	28	1		7	13			80 (20%)	88 (19%)	12%
White	28	34	4	3	2	4			75 (19%)	131 (28%)	42%
Arab	1	4			14	19			38 (10%)	35 (8%)	3%
Black or Black British	15	10			2	5			32 (8%)	36 (8%)	4%
<i>Unknown¹³</i>							8	15	23 (6%)	14 (3%)	11%
Other Asian background	5	2			5	3			15 (4%)	25 (5%)	4%
Mixed - White and Black	5	3				1			9 (2%)	3 (1%)	1%
Other Ethnic Background	2	2		3	1				8 (2%)	6 (1%)	3%
Mixed - White and Asian	2	1	1	1	1				6 (2%)	9 (2%)	2%
Other Mixed Background	2	1							3 (1%)	6 (1%)	<1%
Other Black Background					1				1 (<1%)	4 (1%)	<1%
Total	93	87	6	8	82	99	8	15	398	462	

¹² Campus Solutions returns data integrity errors for these students.

¹³ Campus Solutions returns data integrity errors for these students.

Review of Faculty appeal outcomes by TLD

Summary of all formal appeal review requests

36 students (compared with 27 in 2021/22) requested a review of their formal academic appeal outcome by the Director of Student and Academic Services.

Faculty	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
FSE	14	3	4	5	16	8	1	12	21 (58%)	13 (48%)
HUMS	2	5	1	4	4			8	8 (22%)	9 (33%)
FBMH	4	1	2	5	2	3		4	7 (19%)	5 (7%)
Total	20	9	7	14	22	11	1	24	36	27

Total 2022/23	36
Total 2021/22	27
Total 2020/21	31
Total 2019/20	39

Outcome of formal appeal review

Review outcome	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Dismissed	9	4	5	8	10	4		14	18 (50%)	18 (67%)
Fully upheld	6	2	1	5	4	3	1	5	9 (25%)	5 (19%)
Out of time	2	3		1	4	3		2	5 (14%)	2 (7%)
Referred to panel										1 (4%)
Partly upheld	3		1		4	1		3	4 (11%)	1 (4%)
Total	20	9	7	14	22	11	1	24	36	27

Formal appeal outcome review requests by fee status, ethnicity, and gender

Ethnicity	UK		EU		OS		22/23 Total	21/22 Total
	F	M	F	M	F	M		
Chinese		2			6	6	14 (39%)	5 (19%)
Arab		2			3	4	9 (25%)	3 (11%)
Asian or Asian British	3	1			1	1	6 (17%)	6 (22%)
White	1	2		1			4 (11%)	10 (37%)
Other Black Background						1	1 (3%)	
Black or Black British						1	1 (3%)	
Other Asian Background						1	1 (3%)	2 (7%)
Other Mixed Background								1 (4%)
Grand Total	4	7		1	10	14	36	27

We have continued to see a decrease in the number of academic appeal cases taken to review stage. In the 13 cases where the result involved the previous decision being altered in some way had outcomes as follows:

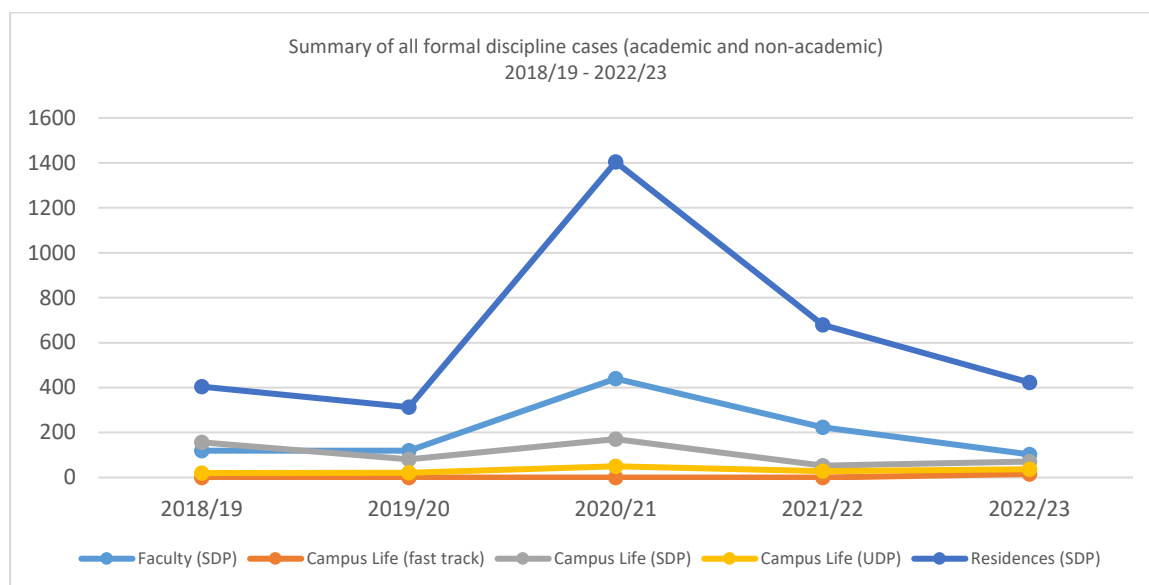
- Classification review resulting in an uplifted degree classification.
- Compensation increased to £1000, and advice to Faculty to improve case-handling and for School to include Students' Union Advice Service link in results emails.
- An offer to repeat assessment, unit, or year in three cases.
- The School or Doctoral Academy to (re)consider mitigating circumstances in 8 cases, two of those specifically with DASS input.

After the review stage, the University of Manchester procedures are completed and students are issued with a Completion of Procedures letter as required by the Office of the Independent Adjudicator.

Section 5: Conduct and Discipline of Students (Reg XVII)

Conduct/discipline cases may relate to either academic malpractice or non-academic misconduct and are handled in a variety of different locations within the University depending on the nature of the allegation, the seriousness, the student's previous history, etc. The Student Conduct and Discipline Committee, chaired by the Vice-President for Teaching, Learning and Students, maintains an overview of training for panel chairs, diversity of panel members, and issues and recommendations arising from cases.

Summary of all formal discipline cases

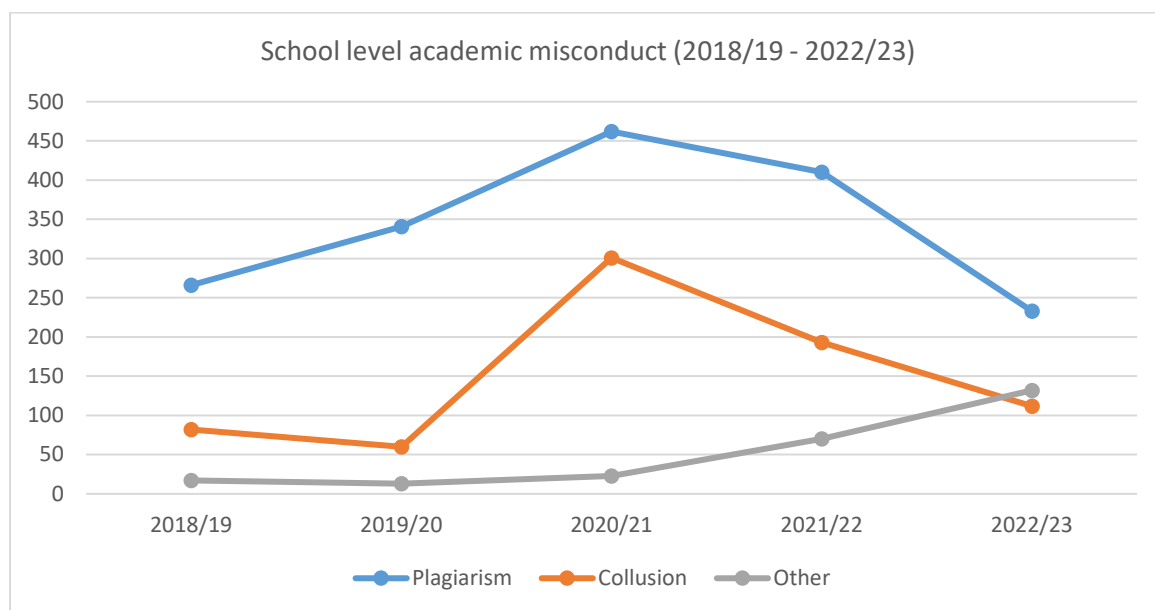


School level discipline cases

Except in severe cases, Schools handle first allegations of UG and PGT academic malpractice and may also handle some instances of non-academic misconduct. Plagiarism remains the most common type of misconduct that Schools investigate. The Teaching and Learning Delivery Team requests data from Schools on the cases heard by them for inclusion in this report.

It should be noted that only 'formal' cases are included in these figures; where a student has received an informal warning, or feedback without the need for the case to proceed to a full hearing, then this has not been captured.

School-level academic misconduct cases



Summary of School-level discipline cases

Type	Level of study				Gender			Fee status				22/23 Total	21/22 Total
	UG	PGT	PGR	Unknown ¹⁴	F	M	UKWN	UK	EU	OS	UKWN		
Plagiarism	121	101		1	150	72	1	69	4	149	1	223 (47%)	449 (55%)
Collusion	84	24			41	67		24		84		108 (23%)	249 (31%)
Other/ unspecified	61	45			68	38		42	4	60		106 (22%)	45 (6%)
Exam misconduct	14				7	7		4		10		14 (3%)	23 (3%)
Contract cheating	11	1			3	9		9		3		12 (3%)	3 (<1%)
Self-plagiarism	6	4			8	2		7		3		10 (2%)	16 (2%)
Plagiarism & collusion	2	2			4			2		2		4 (1%)	
Non-academic misconduct													19 (2%)
Total	299	177		1	281	195	1	157	8	311	1	477	804

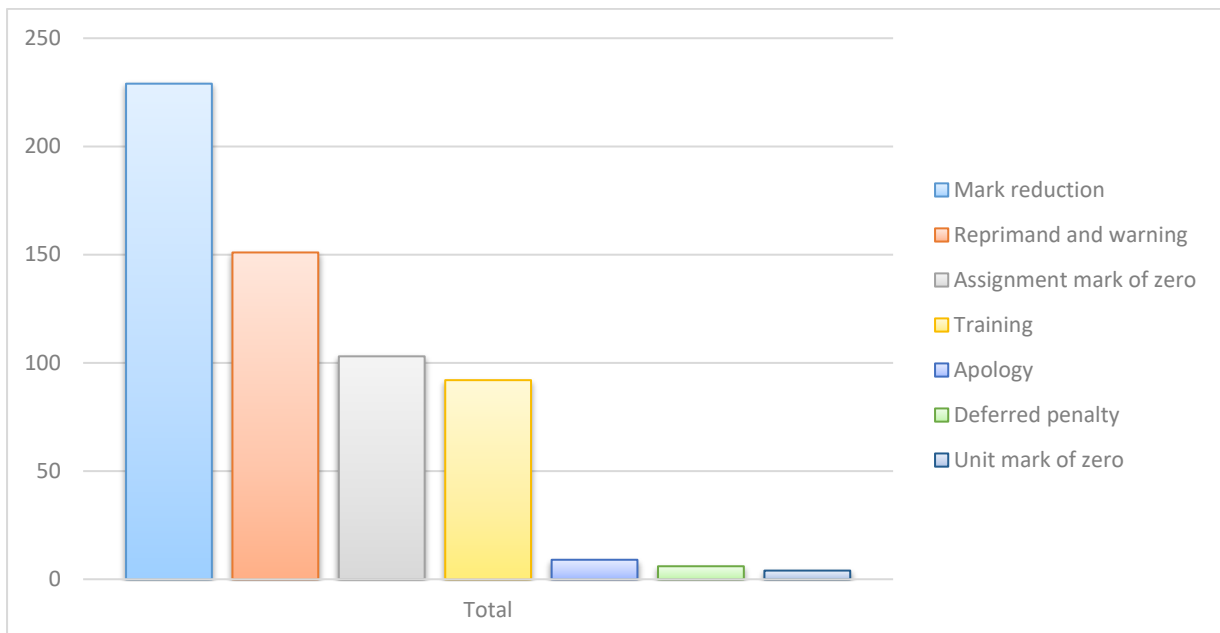
Total 22/23	477
Total 21/22	804
Total 20/21	806
Total 19/20	417

¹⁴ Campus Solutions does not recognise this student.

Outcome of School-level discipline cases

Outcome	Level of study				Gender			Fee status				22/23 Total	21/22 Total
	UG	PGT	PGR	Unknown ¹⁵	F	M	UKWN	UK	EU	OS	UKWN		
Proven	221	130		1	205	146	1	108	6	237	1	352 (74%)	650 (81%)
Not proven	63	33			60	36		42	1	53		96 (20%)	128 (16%)
Ongoing	15	14			16	13		7	1	21		26 (5%)	2 (<1%)
Not specified													18 (2%)
Withdrawn													6 (1%)
Total	299	177		1	281	195	1	157	8	311	1	477	804

Penalties applied in proven School-level academic misconduct discipline cases



Note that multiple penalties are typically applied per proven case.

¹⁵ Campus Solutions does not recognise this student.

School-level academic misconduct by ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		Unknown ¹⁶	22/23 Total	21/22 Total	University Population % Ethnicity
	F	M	F	M	F	M				
Chinese	1	2	1		110	55		169 (35%)	260 (33%)	18%
Asian or Asian British	34	16			37	39		126 (26%)	192 (24%)	12%
White	45	29	5	2	7	4		92 (19%)	161 (21%)	42%
Arab	1	5			15	14		35 (7%)	39 (5%)	3%
Other Asian Background	2	3			6	8		19 (4%)	39 (5%)	4%
Black or Black British	6	3			4	4		17 (4%)	39 (5%)	4%
Other Mixed Background	2	4				1		7 (1%)	10 (1%)	<1%
Other Black Background					1	3		4 (1%)	5 (1%)	<1%
Refused/unknown	1						1	2 (<1%)	17 (2%)	11%
Mixed - White and Black	1					1		2 (<1%)	7 (1%)	1%
Mixed - White and Asian		1				1		2 (<1%)	9 (1%)	2%
Other Ethnic Background	1				1			2 (<1%)	6 (1%)	3%
Grand Total	94	63	6	2	181	130	1	477	784	

Chinese students remain the greatest proportion of students subject to School-level academic misconduct procedures, and Asian or Asian British the second most prevalent group.

Chinese students represent 18% of the University's student population, and 12% are Asian or Asian British.

Faculty level discipline cases

Summary of Faculty level discipline cases by Faculty

Faculty	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
FBMH	32	8		21	19	26	2	12	40 (39%)	56 (28%)
FSE	23	6		5	24	8	1	20	29 (28%)	99 (44%)
HUMS	21	12	1	21	13	7	1	26	24 (23%)	68 (30%)
Total	76	26	1	47	56	41	4	58	103	223

The spread of Faculty level discipline cases across the three Faculties has changed from 2021/22, with cases in Biology, Medicine, and Health increasing by 11%, Science and Engineering cases reducing by 16%, and Humanities cases reducing by 7%.

¹⁶ Campus Solutions does not recognise this student.

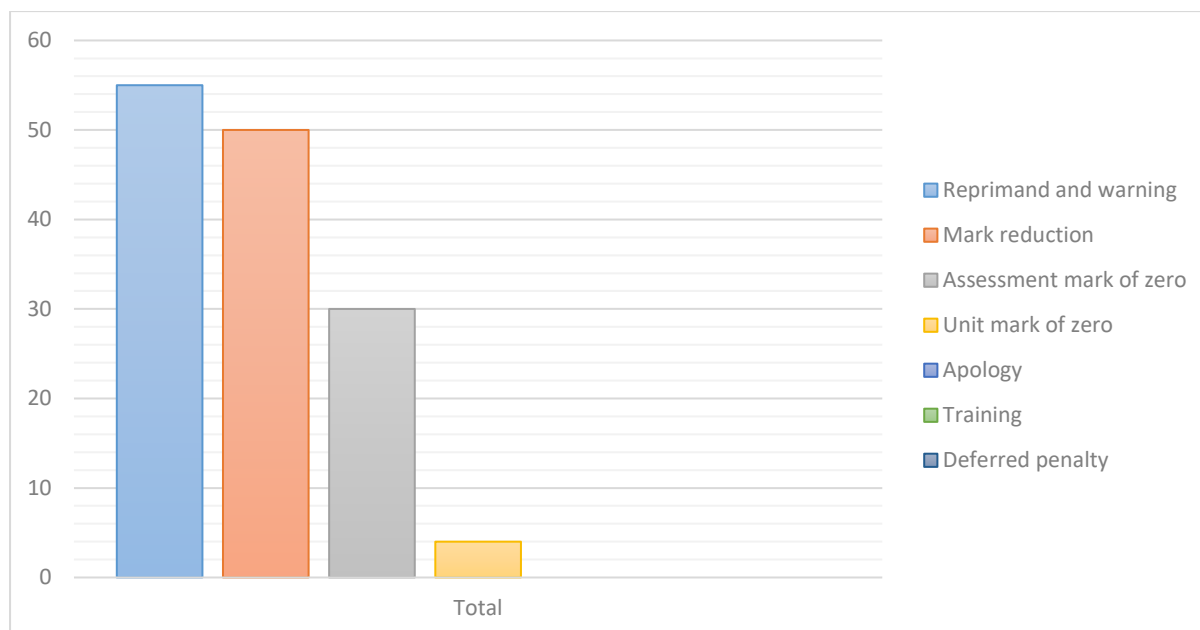
Summary of Faculty level discipline cases by type

Type	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Plagiarism	51	24	1	34	42	34	4	38	76 (74%)	124 (56%)
Collusion	24			11	13	5		19	24 (23%)	93 (42%)
Other academic	1	2		2	1	2		1	3 (3%)	5 (1%)
Non-academic										1 (<1%)
Total	76	26	1	47	56	41	4	58	103	223

Summary of Faculty level discipline cases by outcome

Outcome	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Proven	66	18	1	36	49	38	4	43	85 (83%)	117 (52%)
Not proven	9	5		8	6	2		12	14 (14%)	71 (32%)
Not specified/ongoing	1	2		3		1		2	3 (3%)	35 (16%)
Withdrawn		1			1			1	1 (1%)	
Total	76	26	1	47	56	41	4	58	103	223

Summary of penalties applied at Faculty level SDPs

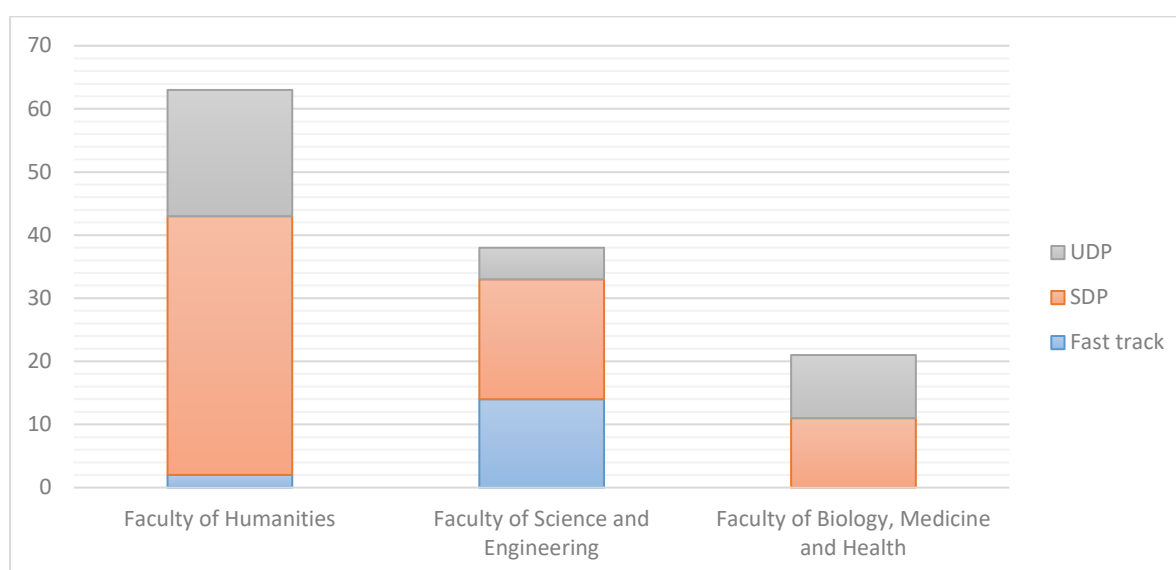


Note that multiple penalties are typically applied per proven case.

Faculty level discipline cases by ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		22/23 Total	21/22 Total	University Population % Ethnicity
	F	M	F	M	F	M			
Chinese		1			17	16	34 (33%)	81 (36%)	18%
Asian or Asian British	7	4			3	9	23 (22%)	42 (19%)	12%
White	8	6	2	2		1	19 (18%)	37 (17%)	42%
Arab		6			3	4	13 (13%)	11 (5%)	3%
Black or Black British	3	1			1		5 (5%)	20 (9%)	4%
Other Asian Background		1			1	1	3 (3%)	18 (8%)	4%
Other Mixed Background	1	1					2 (2%)	5 (2%)	<1%
Mixed - White and Asian	1					1	2 (2%)	3 (1%)	2%
Other Black Background						1	1 (1%)	2 (1%)	<1%
Mixed - White and Black		1					1 (1%)	4 (2%)	1%
Grand Total	20	21	2	2	25	33	103	223	

Campus Life cases



In 2022/23 there were 87 Summary Disciplinary Panel or fast-track cases heard by the Division of Campus Life. These cases are usually less serious allegations of misconduct that do not naturally sit anywhere else within the University (most commonly referred to UoM by Manchester Student Homes - MSH).

The 'fast-track' discipline route is described in the [Procedure for Summary Disciplinary Panels](#). It is for straightforward and less-serious issues where a breach is thought to exist, wherein an Authorised University Officer (AUO) can use a preliminary assessment and/or subsequent investigation outcome to recommend to the student that a penalty be applied. If the student challenges the penalty, the case can be referred to a Summary Disciplinary Panel.

Summary of Campus Life summary (SDP) and fast-track discipline cases

Faculty	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
HUMS	41	2		22	21	35		8	43 (49%)	32 (60%)
FSE	32	1		6	27	14		19	33 (38%)	11 (21%)
FBMH	9	2		7	4	10		1	11 (13%)	10 (19%)
Total	82	5		35	52	59		28	87	53

Campus Life summary (SDP) and fast-track discipline cases by type

Type	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Noise nuisance (MSH)	49			25	24	49			49 (56%)	42 (79%)
Exam misconduct	27	2		9	20	6		23	29 (33%)	8 (15%)
Sexual misconduct	4	1			5	1		4	5 (6%)	1 (2%)
Behaviour	2	2		1	3	3		1	4 (5%)	1 (2%)
Criminal offence/damage										1 (2%)
Total	82	5		35	52	59		28	87	53

Campus Life summary (SDP) and fast-track discipline cases by outcome

Outcome	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Proven	75	4		35	44	54		25	79 (91%)	50 (94%)
Withdrawn	6				6	4		2	6 (7%)	2 (4%)
Not proven	1	1			2	1		1	2 (2%)	1 (2%)
Total	82	5		35	52	59		28	87	53

Campus Life summary (SDP) and fast-track discipline cases by ethnicity, fee status, and gender

Ethnicity	UK		OS		22/23 Total	21/22 Total	University population % ethnicity
	F	M	F	M			
White	22	24		1	47 (54%)	36 (68%)	42%
Chinese			6	12	18 (21%)	8 (15%)	18%
Asian or Asian British		4		1	5 (6%)	2 (4%)	12%
Arab			1	4	5 (6%)		3%
Mixed - White and Black	3				3 (3%)	2 (4%)	1%
Mixed - White and Asian	1	2			3 (3%)		2%
Other Asian Background				2	2 (2%)	2 (4%)	4%
Other Ethnic Background		1		1	2 (2%)		3%
Black or Black British	1				1 (1%)		4%
Other Mixed Background	1				1 (1%)	3 (6%)	<1%
Grand Total	28	31	7	21	87	53	

Campus Life cases (UDP)

Cases of academic malpractice or non-academic misconduct deemed to be particularly serious, or where the student has a previous disciplinary record, may be referred to a University Disciplinary Panel. These panels are organised by the Division of Campus Life. The membership of each panel is drawn from a list of colleagues nominated by each Faculty and approved by the Student Conduct and Discipline Committee. Faculties are asked to ensure diversity in the nominations put forward.

Summary of Campus Life UDP cases

Faculty	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
HUMS	14	5	1	8	12	15	1	4	20 (57%)	14 (48%)
FBMH	9		1	3	7	7		3	10 (29%)	11 (38%)
FSE	5				5	3		2	5 (14%)	4 (14%)
Total	28	5	2	22	24	25	1	9	35	29

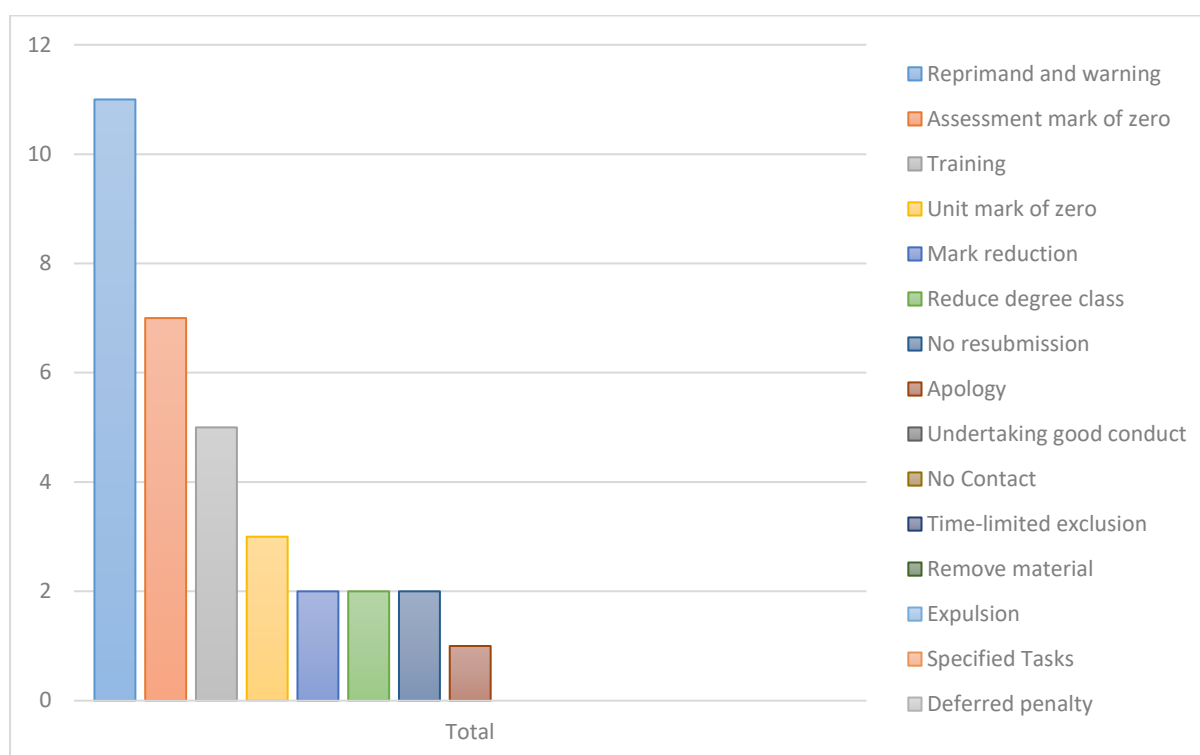
Campus Life UDP cases by type

Type	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Non-academic (or both)	18	1	2	4	17	18	1	2	21 (60%)	7 (24%)
Academic	10	4		7	7	7		7	14 (40%)	22 (76%)
Total	28	5	2	11	24	25	1	9	35	29

Campus Life UDP cases by outcome

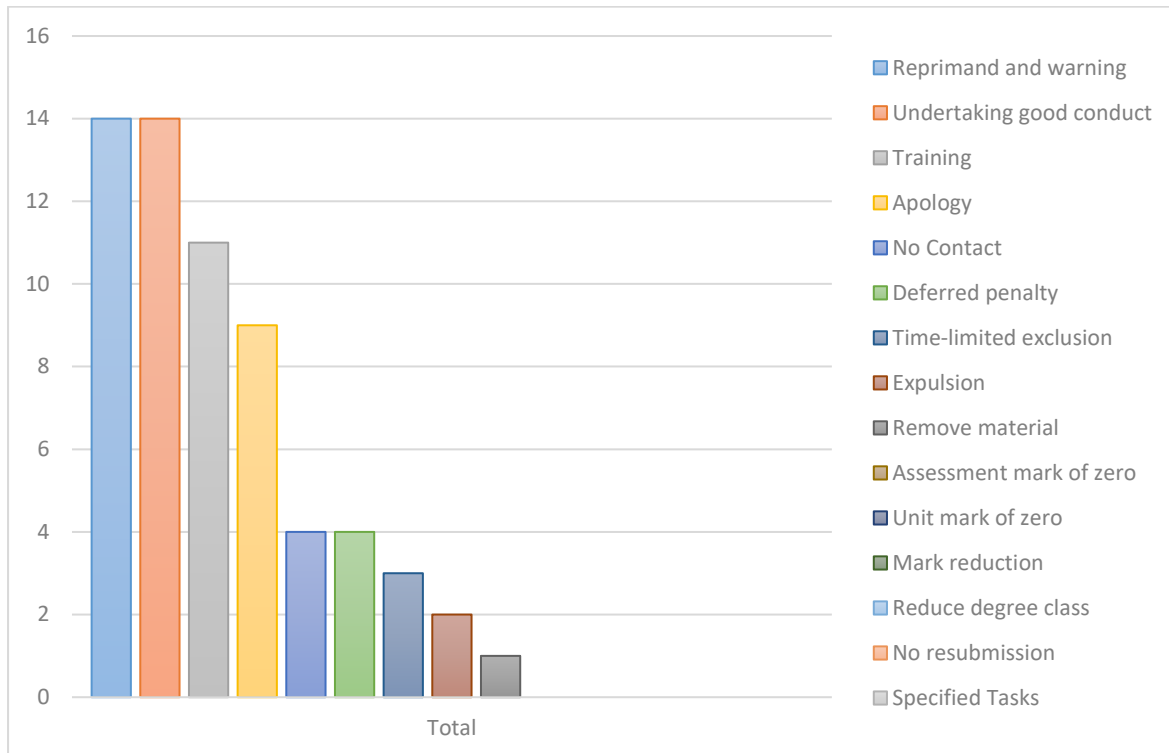
Outcome	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Proven	24	3	2	9	20	19	1	9	29 (83%)	22 (76%)
Not proven	3			1	2	3			3 (9%)	2 (7%)
Ongoing		2		1	1	2			2 (6%)	2 (7%)
Withdrawn/cancelled	1				1	1			1 (3%)	3 (10%)
Total	28	5	2	11	24	25	1	9	35	29

Summary of UDP penalties applied for proven academic misconduct cases



Note that multiple penalties are typically applied per proven case.

Summary of UDP penalties applied for proven non-academic misconduct cases



Note that multiple penalties are typically applied per proven case.

Campus Life UDP cases by ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		22/23 Total	21/22 Total	University population % ethnicity
	F	M	F	M	F	M			
White	6	8		1			15 (43%)	3 (10%)	42%
Asian or Asian British	1	5					6 (17%)	10 (34%)	12%
Chinese					2	2	4 (11%)	7 (24%)	18%
Other Asian Background					1	1	2 (6%)	2 (7%)	4%
Other Mixed Background		1				1	2 (6%)		<1%
Black or Black British		2					2 (6%)	4 (14%)	4%
Mixed - White and Black	1						1 (3%)		1%
Mixed - White and Asian						1	1 (3%)		2%
Arab						1	1 (3%)	1 (3%)	3%
Other Black background								1 (3%)	<1%
<i>Information refused</i>		1					1 (3%)	1 (3%)	11%
Grand Total	8	17		1	3	6	35	29	

Exam misconduct

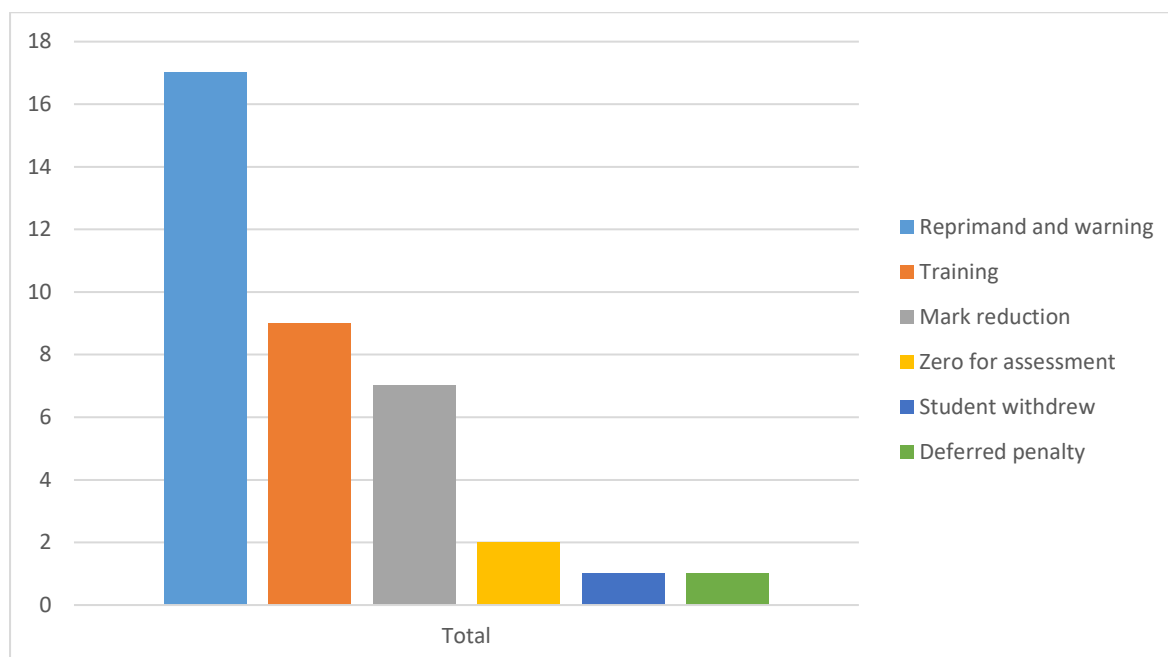
This data is provided by the exams team within the Division of Student and Academic Services.

Type	Level of study			Gender		Fee status			22/23 Total
	UG	PGT	PGR	F	M	UK	EU	OS	
Phone/smartwatch	29	1		4	26	12	1	17	30 (50%)
Hidden notes	22	2		14	10	5		19	24 (40%)
Unauthorised calculator	3			1	2	2		1	3 (5%)
<i>Other</i>	3			1	2	1		2	3 (5%)
Total	57	3		20	40	20	1	39	60

Exam misconduct by type and outcome

Type	Warning/guidance	Proven	Unknown	Grand Total
Phone or smartwatch	16	7	7	30
Hidden notes	8	11	5	24
Calculator	3			3
Other	2		1	3
Grand Total	29	18	13	60

Penalties applied in proven exam misconduct cases



Note that multiple penalties are typically applied per proven case.

Exam misconduct by ethnicity, gender, and fee status

Ethnicity	UK		EU	OS		Grand Total
	F	M	M	F	M	
Chinese				10	19	29 (48%)
White	4	3			2	9 (15%)
Asian or Asian British	2	6				8 (13%)
Arab		1	1	1	4	7 (12%)
Other Asian Background				1	2	3 (5%)
Black or Black British	1	1				2 (3%)
Mixed - White and Black		1				1 (2%)
Mixed - White and Asian	1					1 (2%)
Grand Total	8	12	1	12	27	60

Halls discipline cases (Residential Services)

Summary of Halls discipline cases (Residential Services) by type

Type	Level of study				Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	Unknown ¹⁷	F	M	UK	EU	OS		
Smoking/fire alarm activation/tampering	153	7			61	99	134	4	22	160 (38%)	292 (43%)
Drugs/banned substances	92				52	40	85	3	4	92 (22%)	31 (5%)
Anti-social behaviour	76				28	48	58		18	76 (18%)	143 (21%)
Prohibited items (pets, candles, etc.)	39	17	1	1	32	26	28		30	58 (14%)	123 (18%)
Damage to premises	31				13	18	26	2	3	31 (7%)	58 (9%)
Behaviour endangering others	5					5	5			5 (1%)	
Multiple/other											32 (5%)
Total	396	24	1	1	186	236	336	9	77	422	679

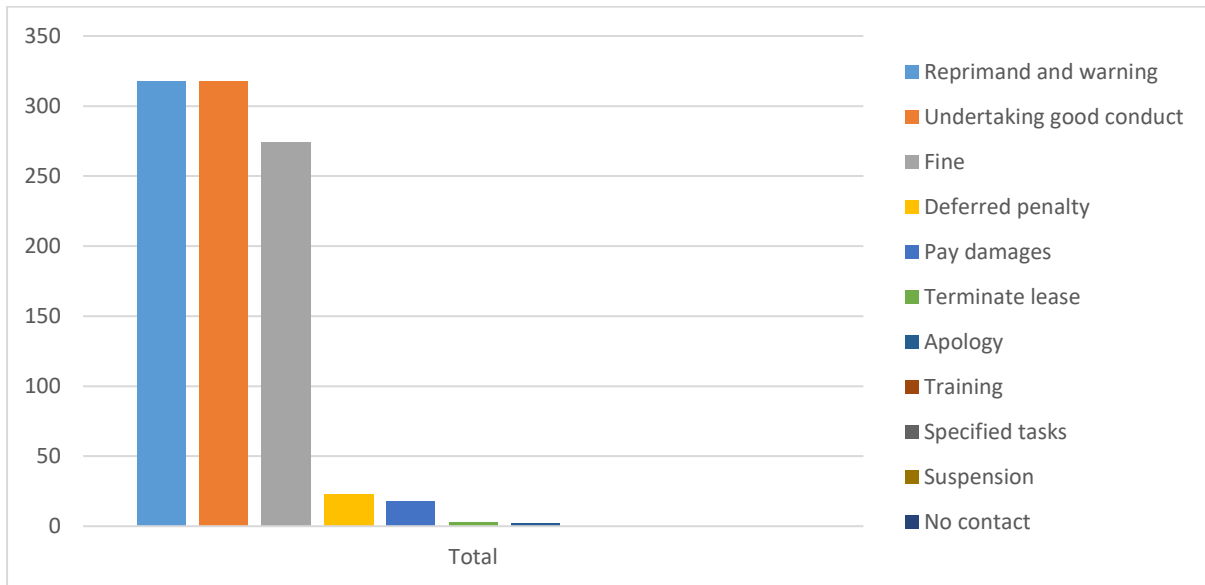
Summary of Halls discipline cases (Residential Services) by finding

Type	Level of study				Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	Unknown ¹⁸	F	M	UK	EU	OS		
Proven	293	23	1	1	143	175	250	7	61	318 (75%)	528 (78%)
Not proven	103	1			43	61	86	2	16	104 (25%)	151 (22%)
Total	396	24	1	1	186	236	336	9	77	422	679

¹⁷ Campus Solutions returns a data integrity errors for this students.

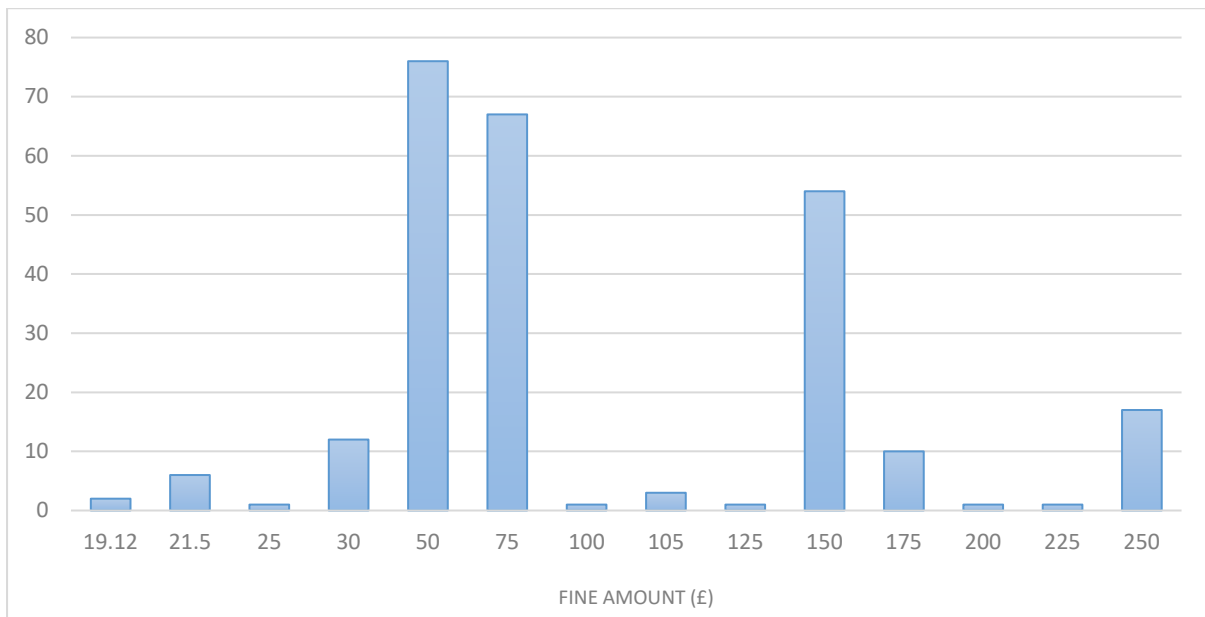
¹⁸ Campus Solutions returns a data integrity errors for this students.

Summary of penalties applied for proven misconduct in Halls discipline cases (Residential Services)



Note that multiple penalties are typically applied per proven case.

Summary of fine amounts where a fine has been imposed for misconduct in Residential Services



Total fine amounts by year

Total 2022/23	£24,442
Total 2021/22	£39,405
Total 2020/21	£70,350
Total 2019/20	£23,610

All fines are reinvested to support student life in halls or to provide additional hardship funds.

Halls discipline cases (Residential Services) by ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		22/23 Total	21/22 Total	University pop % ethnicity ¹⁹
	F	M	F	M	F	M			
White	123	152	2	7	3	2	289 (68%)	368 (70%)	42%
Chinese	1				13	21	35 (8%)	27 (5%)	18%
Asian or Asian British	6	10			5	12	33 (8%)	42 (8%)	12%
Mixed - White and Black	12	1					13 (3%)	8 (2%)	1%
Mixed - White and Asian	6	6				1	13 (3%)	17 (3%)	2%
Black or Black British	3	5			1	4	13 (3%)	20 (4%)	4%
Other Mixed Background	4	2				4	10 (2%)	28 (5%)	<1%
Other Asian Background	2	1			3	2	8 (2%)	6 (1%)	4%
Other Ethnic Background	2					2	4 (1%)		3%
<i>Information Refused</i>						2	2 (<1%)	5 (1%)	11%
Arab						1	1 (<1%)	5 (1%)	3%
Other Black Background						1	1 (<1%)	2 (<1%)	<1%
Grand Total	159	177	2	7	25	52	422	528	

Appeals against disciplinary outcomes handled by TLD

Students may appeal decisions relating to disciplinary outcomes in accordance with Regulation XVII. 48 students submitted disciplinary appeals during 2022/23 compared to 70 students in 2021/22.

The person or body dealing with an appeal varies depending on where the original case was heard. The data below represents all disciplinary appeals dealt with during the 2022/23 academic year, no matter where the original case was heard.

Total 2022/23	48
Total 2021/22	70
Total 2020/21	84
Total 2019/20	33

¹⁹ The breakdown of % ethnicity of students within Halls of Residence is not currently included on existing PowerBI reports, but we will ask that this be included for future reports.

Summary of disciplinary outcome appeals

Outcome	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Dismissed	31	10	1	14	28	26	2	14	42 (88%)	50 (71%)
Fully or partly upheld	3	2		3	2	3		2	5 (10%)	12 (17%)
Out of time/ineligible	1				1			1	1 (2%)	6 (9%)
Withdrawn										2 (3%)
Total	35	12	1	17	31	29	2	17	48	70

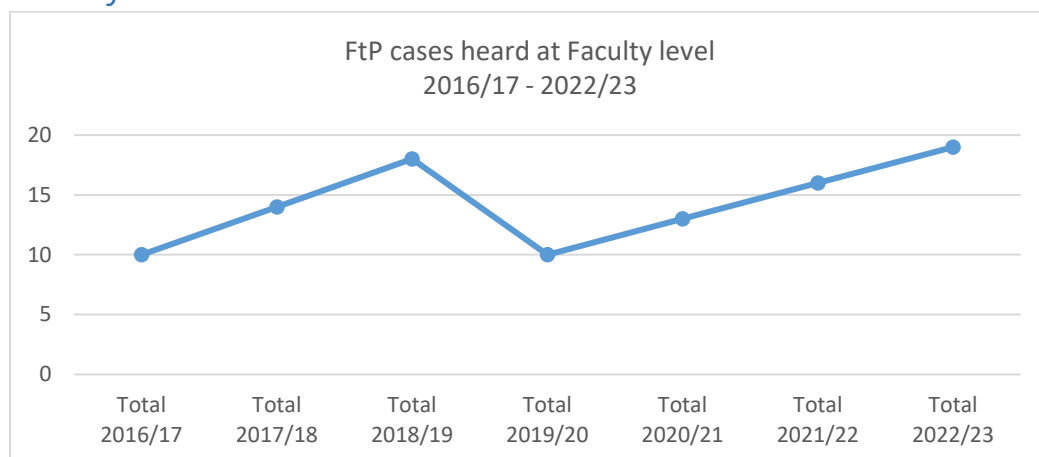
Of the 5 cases that were fully or partially upheld in 2022/23:

- Three related to Halls discipline (Residential Services) cases.
 - Two were ordered to pay a fine of £75 each.
 - In one case, Halls discipline was encouraged to consider alternatives to fines for first 'offences'.
- Two related to academic misconduct.
 - One student's work was marked, and it was recommended the School hold a viva and consider referral to a new UDP.
 - One student's penalty was amended, and the School was advised to ensure completion of academic misconduct training.

Section 6: Fitness to Practise

Fitness to Practise cases originate in the Faculty of Biology, Medicine, and Health (FBMH) because of the nature of the programmes of study undertaken in that Faculty. Cases can arise for a variety of reasons, which often relate to matters of health and professional conduct.

Faculty Fitness to Practise cases



Total 2022/23	19
Total 2021/22	16
Total 2020/21	13
Total 2019/20	10
Total 2018/19	18

Summary of Fitness to Practise cases heard at Faculty level

Division	Level of study		Gender		Fee status		22/23 Total	21/22 Total
	UG	PGT	F	M	UK	OS		
Medical Education	15	1	4	12	15	1	16 (80%)	12 (75%)
Pharmacy and Optometry	2		1	1	2		2 (10%)	1 (6%)
Psychology, Communication and Human Neuroscience	1		1		1		1 (5%)	
Nursing, Midwifery and Social Work	1		1		1		1 (5%)	2 (13%)
Dentistry								1 (6%)
Total	19	1	7	13	19	1	20	16

Outcomes of Fitness to Practise cases heard at Faculty level

Outcome	Level of study		Gender		Fee status		22/23 Total	21/22 Total
	UG	PGT	F	M	UK	OS		
Ongoing	6		2	4	6		6 (30%)	1 (6%)
Not impaired	4		1	3	4		4 (20%)	
Enhanced monitoring	3		1	2	3		3 (15%)	2 (13%)
Repeat	3		1	2	2	1	3 (15%)	1 (6%)
Withdrawn		1	1		1		1 (5%)	
Warning	1			1	1		1 (5%)	5 (31%)
Dismissed	1			1	1		1 (5%)	
Student withdrawn	1		1		1		1 (5%)	
Other								3 (19%)
Suspension								1 (6%)
Referral to OT/DASS								1 (6%)
Exclusion/expulsion								2 (13%)
Total	19	1	7	13	19	1	20	16

Appeals against Fitness to Practise outcomes handled by TLD

Appeals against a decision of a Fitness to Practise Committee can be made on the grounds of disproportionate outcome, procedural irregularity and/or the availability of new evidence.

There were no appeals against Faculty Fitness to Practise outcomes submitted to TLD in 2022/23. Appeals against School FtP outcome can be submitted to the Faculty of Biology, Medicine, and Health.

Summary of appeals against Fitness to Practise decisions

There were no appeals against Fitness to Practise outcomes in 2022/23.

Outcomes of appeals against FtP outcomes

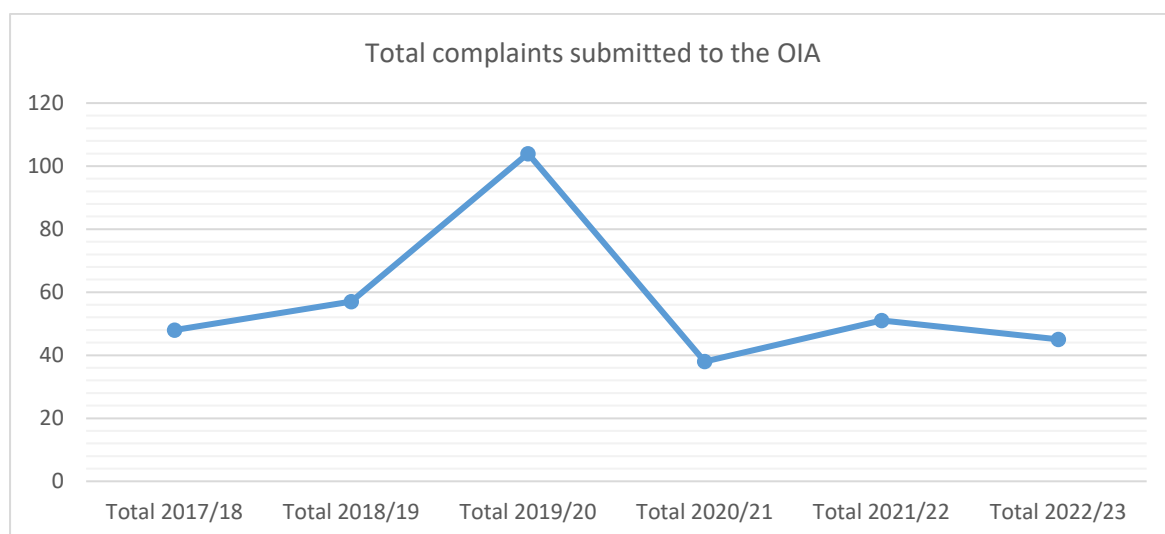
There were no appeals against Fitness to Practise outcomes in 2022/23.

Section 7: Complaints taken by students to the Office of the Independent Adjudicator (OIA)

The OIA is appointed as the national independent body to consider student complaints. Usually, a student needs to have completed a University's internal procedures before taking a case to the OIA. The OIA has no regulatory powers over universities and cannot punish or fine them; however, universities are expected to act upon its recommendations.

Teaching and Learning Delivery acts as the University's point of contact for the OIA. The number of complaints made by students to the OIA saw a fall from 51 in 2021/22 to 45 in 2022/23.

Complaints submitted to the OIA



Total 2022/23	45
Total 2021/22	51
Total 2020/21	38
Total 2019/20	104

Summary of complaints submitted to the OIA

Faculty	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
HUMS	6	14	2	10	12	11	3	8	22 (49%)	26 (51%)
FBMH	14	2		10	6	10	1	5	16 (36%)	15 (29%)
FSE	4	1	2	2	5	6		1	7 (16%)	10 (20%)
Total	24	17	4	22	23	27	4	14	45	51

Outcomes of complaints submitted to the OIA

Outcome	Level of study			Gender		Fee status			22/23 Total	21/22 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Not justified	13	11	2	9	17	17	2	7	26 (58%)	21 (41%)
Ongoing	2	2	1	3	2	4		1	5 (11%)	6 (12%)
Settled	3	1		4		3		1	4 (9%)	3 (6%)
Terminated	2	1		2	1		1	2	3 (7%)	3 (6%)
Not eligible	2	1		2	1	1		2	3 (7%)	13 (25%)
Partly justified		1	1	1	1	1		1	2 (4%)	
Closed	1			1			1		1 (2%)	
Justified	1				1	1			1 (2%)	1 (2%)
Total	24	17	4	22	23	27	4	14	45	51

In 2021/22, six cases were ongoing at the time of the 21/22 annual report to Senate.

- Five of these cases were found to be Not Justified.
- In one case the University offered to settle by referring the student's appeal back to the Faculty for fresh consideration.

In the 2022/23 academic year, two cases were found to be partly justified, and one case was found to be justified. In these cases:

- A written apology as well as £1500 was recommended for a FSE PGR student whose Dignity at Work and Study Complaint had been investigated at Faculty level. The apology and compensation were recommended for distress and inconvenience, both in terms of the issues that gave rise to the complaint, and the handling of the case.
- £750 compensation for distress and disappointment was recommended to a FBMH PGT student due to the cancellation of visits to sites of scientific and health communication, and the absence of any on-campus teaching during a semester impacted by Covid-19.
- An apology and offer of £6937.50, equivalent to 75% of the total tuition fee that the FBMH UG student paid during a repeat year of study. The OIA considered that the repeat year was not necessary in the circumstances.

In the four cases where the University agreed to settle,

- One FBMH PGT student's complaint outcome offer of £250 compensation kept open for a further period of time.
- One FBMH UG and one HUMS UG student were each referred back to the Faculty for re-consideration of their case with DASS input.
- One UG FBMH student was offered a £2500 distress and inconvenience payment in relation to their supervision, and a fresh opportunity to complete their project with a new supervisor.

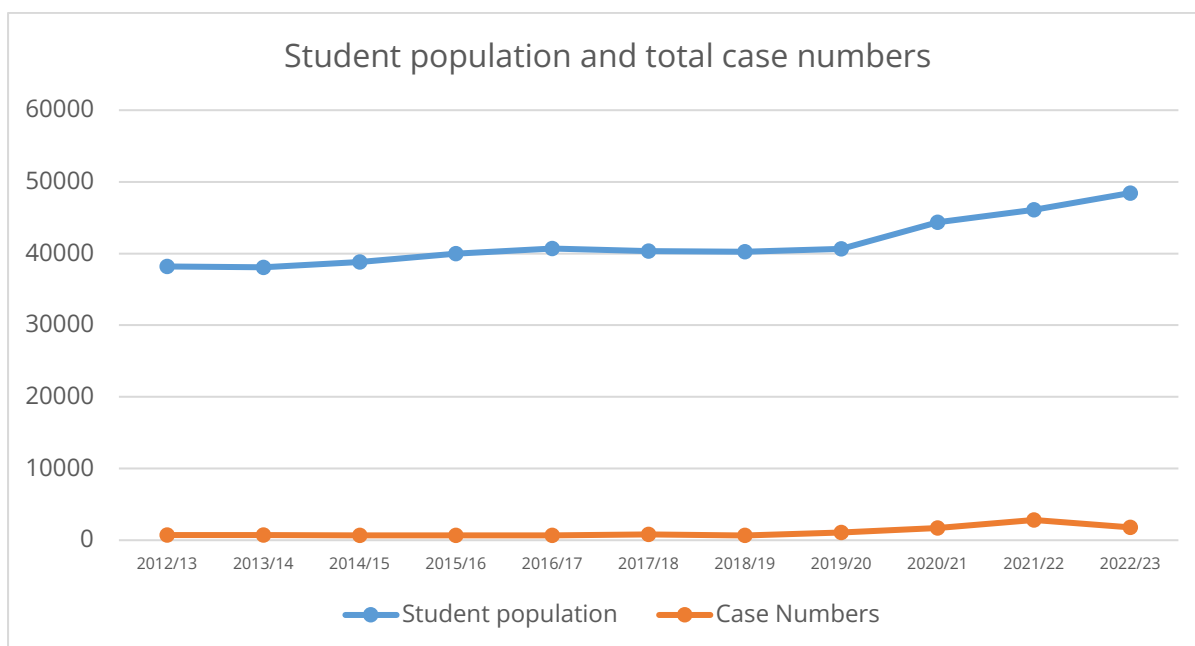
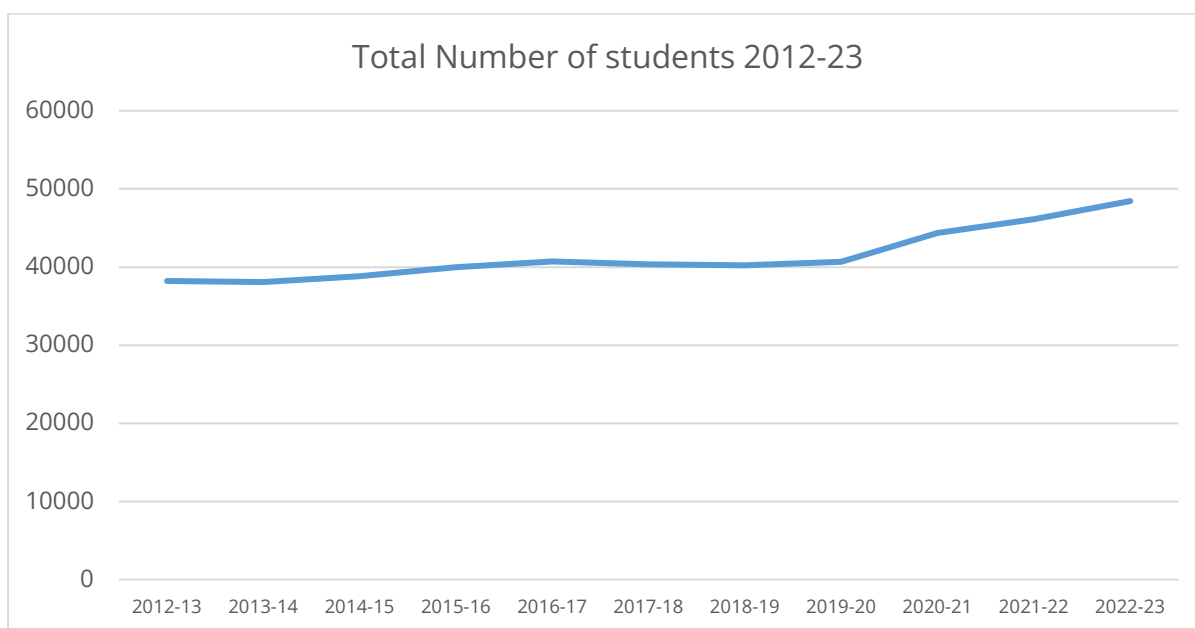
Complaints submitted to the OIA by ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		22/23 Total	21/22 Total	University population % ethnicity
	F	M	F	M	F	M			
White	9	4		2			15 (33%)	16 (31%)	42%
Chinese		1		1	6	2	10 (22%)	12 (24%)	18%
Asian or Asian British	2	6					8 (18%)	7 (14%)	12%
Arab					3	3	6 (13%)	6 (12%)	3%
Mixed - White and Asian	1	1	1				3 (7%)		2%
Other Asian Background		2					2 (4%)	2 (4%)	4%
Other Mixed Background		1					1 (2%)		<1%
Other Ethnic background								5 (10%)	3%
<i>Unknown</i>								2 (4%)	11%
Black or Black British								1 (2%)	4%
Grand Total	12	15	1	3	9	5	45	51	

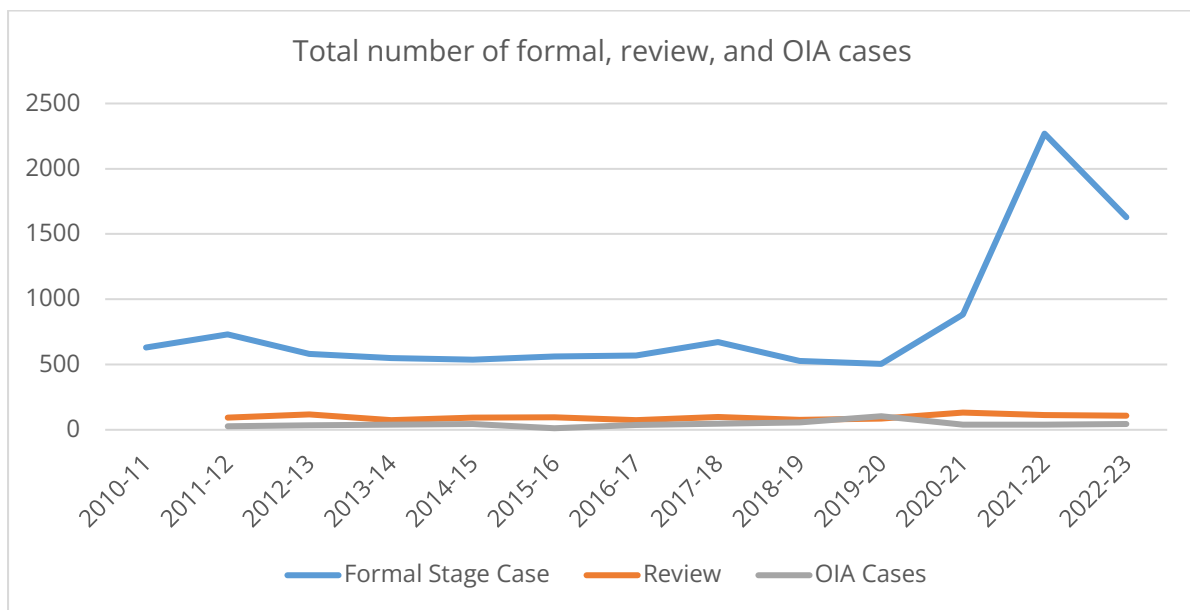
Section 8: Profile of student population 2022/23

Faculty	Total	%	Level of study						Gender						Fee status			
			UG	%	PGT	%	PGR	%	F	%	M	%	X	%	UK/EU	%	OS	%
FBMH	12,804	28%	8,782	10%	2,794	25%	1,228	32%	9,146	35%	3,652	18%	6	18%	10,018	36%	2,786	15%
HUMS	20,220	44%	13,039	14%	6,356	56%	825	22%	12,577	48%	7,617	39%	26	76%	11,629	42%	8,591	47%
FSE	12,977	28%	9,111	10%	2,119	19%	1,747	46%	4,481	17%	8,494	43%	2	6%	6,246	22%	6,731	37%
Total	46,001	-	30,932	-	11,269	-	3,800	-	26,204	-	19,763	-	34	-	27,893	-	18,108	-

Note that % totals are for that column total, not the overall student population total, except for Faculty totals.



Total number of formal, review, and OIA cases²⁰



²⁰ The sharp spike in cases in 2020/21 and 2021/22 can be attributed in large part to an increase in non-academic misconduct as well as academic misconduct during remote assessments/examinations. This is commented upon further in previous Reports to Senate