

## Annual Report of Student Appeals, Student Complaints and Student Discipline Cases 2016-17<sup>1</sup>

### Person reporting

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### Section 1: Executive summary

The Annual Report details the number and nature of cases handled each academic year by Faculties and Professional Support Services (PSS) and is required under the Regulations for the relevant areas. The data reported below relate only to formal cases and do not include the cases which are resolved informally by Schools and PSS Directorates.<sup>2</sup>

The overall number of Faculty (or equivalent) cases across the different Regulations (682 in 2016/17) remains similar to that in 2015/16 (669) and represents a small proportion of the total student population. In relation to appeals there has been a rise in the total number being considered at Faculty level, specifically in the Faculty of Biology, Medicine and Health. The total number of complaints has remained at a similar level, but with a slight rise in dignity at work and study complaints from 8 in 2015/16 to 12 in 2016/17. The number of disciplinary cases has remained similar to 2015/16 but there has been a large decrease in cases of unauthorised material in examinations.

There has been an increase in the number of students progressing complaints to the Office of the Independent Adjudicator (OIA): 38 complaints in 2016/17 compared with 12 complaints in 2015/16. This increase appears be linked to the OIA's increased timeframe for submitting complaints to 12 months (previously three months) following a University reaching Completion of Procedures. The OIA found the majority of complaints in 2016/17 to be Not Justified.

During 2017/18 the TLSO will be preparing amendments to Regulations XVIII and XIX, and associated processes, as a result of feedback during 2016/17 and new aspects of the OIA's complaints framework. The Division of Campus Life has also instigated a review of Regulation XVII.

The University's Differential Attainment Project will be using the data from this, and previous Senate Reports, to help review in more detail any trends that may help to understand differences in case numbers between different categories of student.

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

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<sup>1</sup> Presented to Senate in February 2018

<sup>2</sup> Note also that home students are split between white and ethnic minority groupings, and international students are a separate category. These categories are as required by the Higher Education Statistics Agency.

## Section 2: Summary of cases considered during 2016-17

	<b>Academic Appeals</b>	<b>Complaints</b>	<b>Conduct and Discipline</b>	<b>Fitness to Practise</b>	<b>Total</b>
<b>Formal Stage Cases</b>	348	37	175	10	<b>570</b>
<b>Review Stage Cases</b>	42	13	18	1	<b>74</b>
<b>OIA complaints</b>	25	11	2	0	<b>38</b>
					<b>682<sup>3</sup></b>

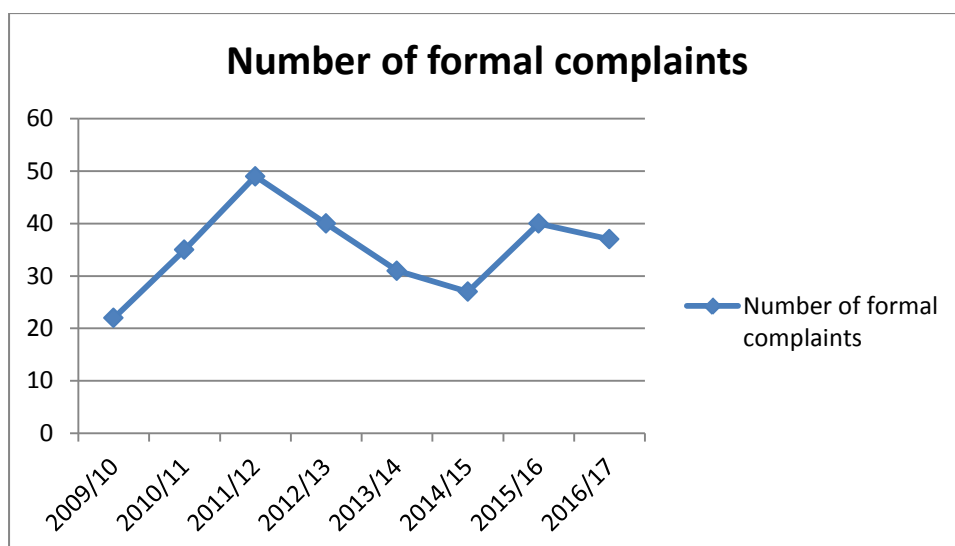
These data<sup>4</sup> are presented in further detail in the rest of this report.

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<sup>3</sup> In 2015/16 the total number of cases was 669.

<sup>4</sup> Percentages are rounded to the nearest whole number.

### Section 3: Commentary on Student Complaints (Regulation XVIII)<sup>5</sup>



#### Overall

Total 2016/17	37
Total 2015/16	40

#### Number of Complaints

Faculty	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
FSE	1		5	3	3	4		2		6	16	18
HUMS	4	6	10	14	6	10	3	7		20	54	63
BMH	4	2	5	7	4	4	1	6		11	30	21
<b>Total</b>	<b>9</b>	<b>8</b>	<b>20</b>	<b>24</b>	<b>13</b>	<b>18</b>	<b>4</b>	<b>15</b>	<b>0</b>	<b>37</b>		

#### Type of Complaint

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Academic provision/progress	2	1	2	3	2	2		3		5	14	18
Facilities/services	3	1	7	6	5	8	1	2		11	30	28
Harassment, discrimination, bullying	3	2	7	8	4	6	2	4		12	32	20
Supervision		1		1			1			1	3	13
Other	1	3	4	6	2	2		6		8	22	23
<b>Total</b>	<b>9</b>	<b>8</b>	<b>20</b>	<b>24</b>	<b>13</b>	<b>18</b>	<b>4</b>	<b>15</b>	<b>0</b>	<b>37</b>		

The number of complaints has remained at a similar level to 2015/16. It should be noted that the number of harassment/discrimination/bullying complaints has risen again (12 in 2016/17 compared with eight in 2015/16). A review of the Dignity at Work and Study Policy and associated Procedures is currently being undertaken.

#### Outcome of Complaint

Outcome	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Complaint upheld or partially upheld	4	2	2	7	1	5		3		8	22	33
Complaint dismissed	5	4	11	11	9	8	3	9		20	54	63
Ongoing at 1/10/2017		2		2		1		1		2	5	
Withdrawn by student			2	2		2				2	5	3
Referred to another part of the University			5	2	3	2	1	2		5	14	3
<b>Total</b>	<b>9</b>	<b>8</b>	<b>20</b>	<b>24</b>	<b>13</b>	<b>18</b>	<b>4</b>	<b>15</b>	<b>0</b>	<b>37</b>		

<sup>5</sup> Complaints in cases involving harassment, discrimination, bullying and victimisation are dealt with under the Dignity at Work and Student Procedure for Students rather than Regulation XVIII.

#### Resolution of Complaint

Resolution	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%
Apology/Explanation	1	2	3	3	3	3	1	2		6	43
Compensation / financial redress	1	1	1	2	1	2		1		3	21
Other	2		3	5		2		3		5	36
<b>Total</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>10</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>14</b>	

Financial redress amounted to a total of £11,019 which included two fee refunds. Other types of resolution included a student being offered a new viva and a student agreeing to undertake mediation.

The Division of Residential and Sports Services is an area of the University that handles student complaints pertaining to accommodation issues. The TLSO has worked with colleagues in the Division to be able to include the data in the 2017/18 Senate Report to give a clearer indication as to the total number of complaints that the University receives at the first formal stage of Regulation XVIII.

#### Review of Faculty (or equivalent) decision

13 students (compared with 19 in 2015/16) requested a review of their complaints by the Director of Teaching and Learning Support (Regulation XVIII, paragraphs 23-25).

#### Outcome of Review

Outcome	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%
Decision upheld fully	2	1	7	7	3	6	3	1		10	77
Decision altered		1	2	2	1	2		1		3	23
<b>Total</b>	<b>2</b>	<b>2</b>	<b>9</b>	<b>9</b>	<b>4</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>13</b>	

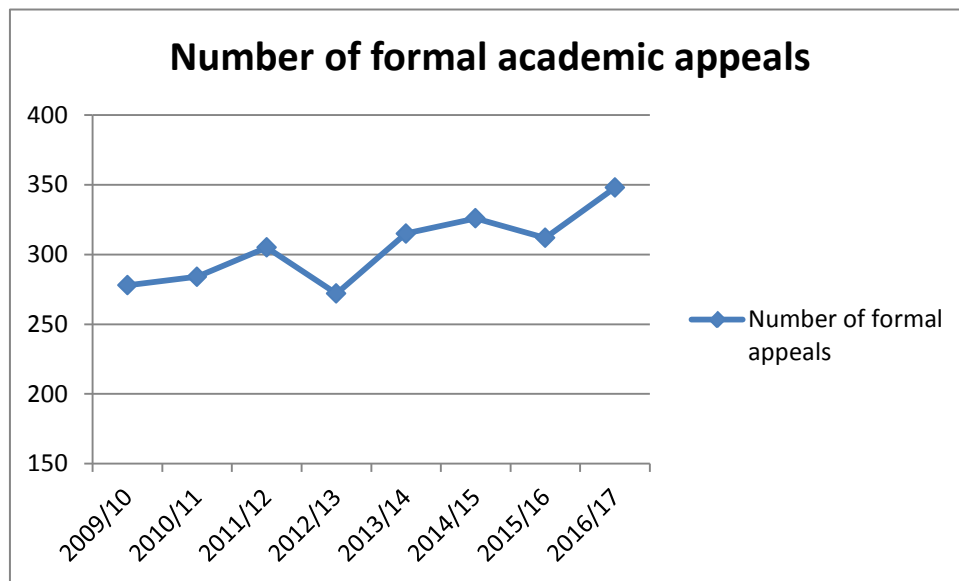
Compared with 2015/16, fewer complaints in 2016/17 resulted in Faculty (or equivalent) decisions being altered. In the three cases recorded the outcomes were:

- A referral back to a Faculty for reconsideration.
- The removal of a student's outstanding accommodation fees (£244).
- An offer of £500 compensation.

Students who make a dignity at work and study complaint, or are the respondent to one, may request a review of a Faculty's decision. Despite the rise in these types of complaint at Faculty-level, only one review request was received in 2016/17 (compared to six in 2015/16); this case related to a student complaint against a member of staff and was found to not have any substance.

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 4: Commentary on Academic Appeals (Regulation XIX)



Overall

Total 2016/17	348
Total 2015/16	312

Total Number of Academic Appeals

Faculty	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
FSE	11	25	58	32	62	29	19	46		94	27	32
HUMS	7	22	67	37	59	37	16	43		96	28	30
BMH	2	26	130	85	73	50	72	36		158	45	38
<b>Total</b>	<b>20</b>	<b>73</b>	<b>255</b>	<b>154</b>	<b>194</b>	<b>116</b>	<b>107</b>	<b>125</b>	<b>0</b>	<b>348</b>		

Decision Appealed Against

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Degree Classification/Qualification Awarded	4	30	52	37	49	29	24	33		86	25	25
Exclusion due to academic failure	3	10	96	44	65	33	37	39		109	31	43
Exclusion due to work and attendance	1	2	3	3	3	1	1	4		6	2	2
Other decision of Board of Examiners/Progress Committee	12	31	104	70	77	53	45	49		147	42	24
Other or not stated										0		6
<b>Total</b>	<b>20</b>	<b>73</b>	<b>255</b>	<b>154</b>	<b>194</b>	<b>116</b>	<b>107</b>	<b>125</b>	<b>0</b>	<b>348</b>		

There has been an increase in academic appeals which has mostly been accounted for by the rise in BMH cases (119 in 2015/16 compared to 158 in 2016/17). UG students continue to be the most likely type of student to appeal but there has been an increase in PGT cases (53 in 2015/16 compared to 73 in 2016/17).

*Grounds for Appeal*

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Mitigating Circumstances	13	51	229	132	161	97	95	101		293	73	66
Procedural Irregularity	6	22	37	27	38	25	17	23		65	16	18
Bias	5	9	9	7	16	8	4	11		23	6	8
Poor Supervision	8	8	6	11	11	8	2	12		22	5	8
<b>Total</b>	<b>32</b>	<b>90</b>	<b>281</b>	<b>177</b>	<b>226</b>	<b>138</b>	<b>118</b>	<b>147</b>	<b>0</b>	<b>403</b>		

Note: Students can cite more than one ground for appeal.

*Outcome of Appeal*

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Dismissed - invalid grounds	1	11	35	22	25	14	13	20		47	14	7
Dismissed - no substance	15	39	101	58	97	48	43	64		155	45	46
Ongoing at 01/10/2017	3	2	4	3	6	3	1	5		9	3	4
Upheld/Upheld and referred back to School for review of decision	1	19	100	60	60	43	47	30		120	34	36
Withdrawn/Not Pursued		2	15	11	6	8	3	6		17	5	7
<b>Total</b>	<b>20</b>	<b>73</b>	<b>255</b>	<b>154</b>	<b>194</b>	<b>116</b>	<b>107</b>	<b>125</b>	<b>0</b>	<b>348</b>		

**Review of Faculty Decision**

42 students requested a review of their academic appeal by the Director of Teaching and Learning Support (Regulation XIX, paragraph 10).

*Total Number of Appeals Reviewed*

Faculty	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
BMH			12	5	7	2	9	1		12	29	25
FSE	4	5	7	5	11	2	4	10		16	38	27
HUM	4	5	5	6	8	3	1	10		14	33	48
<b>Total</b>	<b>8</b>	<b>10</b>	<b>24</b>	<b>16</b>	<b>26</b>	<b>7</b>	<b>14</b>	<b>21</b>	<b>0</b>	<b>42</b>		

*Decision Appealed Against*

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Degree Classification/ Qualification Awarded / Particular Unit Result	5	6	5	7	9	3	2	11		16	38	58
Exclusion	2	4	16	7	15	3	11	8		22	52	37
Other decision of Examination Board/Progress Committee	1		3	2	2	1	1	2		4	10	4
<b>Total</b>	<b>8</b>	<b>10</b>	<b>24</b>	<b>16</b>	<b>26</b>	<b>7</b>	<b>14</b>	<b>21</b>	<b>0</b>	<b>42</b>		

*Outcome of Review*

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Faculty decision upheld	7	9	22	14	24	6	13	19		38	90	87
Original decision partially dismissed	1		1		2	1		1		2	5	4
Original decision fully dismissed		1	1	2			1	1		2	5	8
<b>Total</b>	<b>8</b>	<b>10</b>	<b>24</b>	<b>16</b>	<b>26</b>	<b>7</b>	<b>14</b>	<b>21</b>	<b>0</b>	<b>42</b>		

The total number of academic appeals taken to review decreased slightly from 48 in 2015/16 to 42 in 2016/17.

In cases where the appeal is upheld or partially upheld, the University's position is to place that student back in the position that they would have been had the subject matter of the appeal not arisen. In the four cases in which the academic appeal was partially or fully upheld at review (i.e. amending the Faculty's decision):

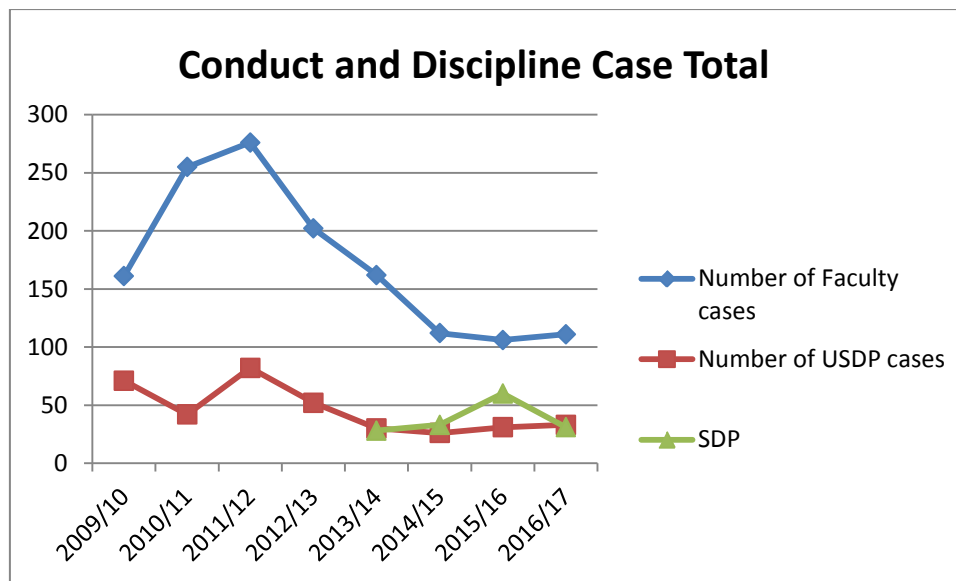
- Two cases related to the reconsideration of mitigating circumstances leading to a re-sit opportunity for one student and a return to programme for another.
- A PGR student's academic appeal was referred to an Appeal Panel pursuant to Regulation XIX as the appeal raised serious or complex matters<sup>6</sup>. The appeal was partially upheld and led to a resubmission opportunity for the student and a number of other recommendations.
- A student on an integrated Masters programme appealed on the grounds of procedural irregularity and inadequate supervision; those aspects of the appeal were rejected by the Faculty and at review. However at review it was thought reasonable to permit the student to rescind the fourth year of the programme to obtain a BSc award which had been requested by the student.

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.

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<sup>6</sup> Appeal Panels are rare. During 2016/17 two Appeal Panels were held, one at Faculty level and one at review level, both originating from the outcome of OIA complaints from PGR students. The last Appeal Panel that was held before 2016/17 was in the 2014/15 academic year.

## Section 5: Commentary on Conduct and Discipline of Students (Regulation XVII)



### Overall

	2016/17	2015/16
Faculties	111	106
University Student Disciplinary Panel (USDP)	33	31
Summary Disciplinary Panel (SDP)	31	60
<b>Total</b>	<b>175</b>	<b>197</b>

### Faculty (or equivalent) Cases<sup>7</sup>

#### Total Number

Faculty	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
FSE		16	35	13	38	2	2	47		51	36	35
HUMS		17	19	20	16	4	6	26		36	26	19
BMH		2	21	16	7	10	5	8		23	16	10
SDP		12	19	20	11	3	2	26		31	22	36
<b>Total</b>	<b>0</b>	<b>47</b>	<b>94</b>	<b>69</b>	<b>72</b>	<b>19</b>	<b>15</b>	<b>107</b>	<b>0</b>	<b>141</b>		

#### Type of Misconduct

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Collusion		3	18	6	15	2	1	18		21	15	19
Plagiarism		31	57	42	46	14	12	62		88	62	45
Possession of unauthorised material		12	19	20	11	3	2	26		31	22	36
Fabrication/Falsification		1		1				1		1	1	
<b>Total</b>	<b>0</b>	<b>47</b>	<b>94</b>	<b>69</b>	<b>72</b>	<b>19</b>	<b>15</b>	<b>107</b>	<b>0</b>	<b>141</b>		

In 2016/17 the number of Faculty cases remained at a similar level to 2015/16. Plagiarism remains the largest proportion of academic malpractice cases. International students remain the most likely demographic of students to be involved in instances of academic malpractice. Notably in relation to possession of unauthorised material, SDP cases have decreased dramatically from 60 in 2015/16 to 31 in 2016/17.

<sup>7</sup> Including SDP Cases



*Outcome of Faculty Misconduct Cases*

Outcome	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Accusation withdrawn		1	2	2	1	1		2		3	2	
Guilty		41	76	60	57	15	14	88		117	83	85
Not Guilty		4	14	6	12	2	1	15		18	13	13
Other e.g. ongoing at 1/10/2017, student withdrawn before hearing etc.		1	2	1	2	1		2		3	2	2
<b>Total</b>	<b>0</b>	<b>47</b>	<b>94</b>	<b>69</b>	<b>72</b>	<b>19</b>	<b>15</b>	<b>107</b>	<b>0</b>	<b>141</b>		

*Penalties Imposed (more than one penalty can be imposed)*

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Reprimand & Warning		28	38	32	34	5	4	57		66	35	39
Mark Reduction		2	12	8	6	3	2	9		14	7	3
Mark of Zero for Specific Piece of Work		24	52	40	36	11	8	57		76	40	42
Mark of Zero for Unit		4	4	6	2		1	7		8	4	4
No reassessment or substitution		7	14	7	14	1	1	19		21	11	11
Other e.g. alternative piece of work		3	2	3	2	1	1	3		5	3	<1
<b>Total</b>	<b>0</b>	<b>68</b>	<b>122</b>	<b>96</b>	<b>94</b>	<b>21</b>	<b>17</b>	<b>152</b>	<b>0</b>	<b>190</b>		

**University Student Disciplinary Panel Cases**

*Total Number*

Faculty	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
FSE		1	13		14	4	1	9		14	42	39
HUM	1	3	14	10	8	7	3	8		18	55	26
BMH			1		1		1			1	3	36
<b>Total</b>	<b>1</b>	<b>4</b>	<b>28</b>	<b>10</b>	<b>23</b>	<b>11</b>	<b>5</b>	<b>17</b>	<b>0</b>	<b>33</b>		

*Type of Misconduct*

Type of Misconduct	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Academic malpractice	1	4	17	9	13	3	4	15		22	67	48
Non-academic misconduct			11	1	10	8	1	2		11	33	52
<b>Total</b>	<b>1</b>	<b>4</b>	<b>28</b>	<b>10</b>	<b>23</b>	<b>11</b>	<b>5</b>	<b>17</b>	<b>0</b>	<b>33</b>		

*Outcome of USDP cases*

Outcome	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Guilty		4	24	10	18	11	4	13		28	85	77
Not guilty	1		4		5		1	4		5	15	23
<b>Total</b>	<b>1</b>	<b>4</b>	<b>28</b>	<b>10</b>	<b>23</b>	<b>11</b>	<b>5</b>	<b>17</b>	<b>0</b>	<b>33</b>		

*Penalties imposed (more than one penalty may be imposed)*

Penalty	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Reprimand & Warning		4	21	10	15	10	3	12		25	36	23
Other piece of work			2	1	1			2		2	3	
Mark of Zero <sup>8</sup> for Piece of Work e.g. coursework or particular exam		1	3	2	2	1		3		4	6	4
Mark of Zero for Unit		2	7	6	3	1	2	6		9	13	9
No Reassessment or Substitution		2	1	2	1	1	1	1		3	4	5
Mark of Zero for all assessed work in the assessment period										0		2
Undertaking			10	1	9	7	1	2		10	14	12
Services for the community			8	1	7	5	1	2		8	12	11
Fine										0		5
Reduction in classification		1		1			1			1	1	4
Restricted access to the University			3		3	2	1			3	4	7
Suspension			1		1	1				1	1	2
Expulsion			3		3	1	1	1		3	4	16
<b>Total</b>	<b>0</b>	<b>10</b>	<b>59</b>	<b>24</b>	<b>45</b>	<b>29</b>	<b>11</b>	<b>29</b>		<b>69</b>		

Within the data above, items to note include:

1. The USDP saw fewer PGR disciplinary cases in 2016/17 (one compared to six in 2015/16);
2. The USDP saw a rise in academic malpractice cases in 2016/17 (22 compared to 15 in 2015/16);
3. There were three expulsions in 2016/17 (compared to nine in 2015/16).

Before, and throughout the majority of, 2016/17, the USDP was arranged by the Student Services Centre. Towards the end of 2016/17 the responsibility for the USDP transferred to the Division of Campus Life (the policy contact for Regulation XVII).

### School Cases

Except in severe cases, Schools tend to handle instances of first offence UG and PGT malpractice or non-academic misconduct cases. During 2014/15 Schools reported handling at least 372 cases; this decreased to 303 cases during 2016/17.

The TLSO requests data from Schools on the cases heard by them for inclusion in this report. The data<sup>9</sup> collected from the Schools that responded are as detailed below; at the time of writing we are awaiting data from six Schools<sup>10</sup>.

*Type of Misconduct*

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%
Collusion		4	29	9	24	3	9	21		33	11
Unauthorised material		1	4	2	3		2	3		5	2
Non-academic misconduct		6	10	10	6	7	7	2		16	5
Plagiarism		72	172	132	117	65	41	143		249	82
<b>Total</b>	<b>0</b>	<b>88</b>	<b>215</b>	<b>153</b>	<b>150</b>	<b>75</b>	<b>59</b>	<b>169</b>	<b>0</b>	<b>303</b>	

Plagiarism remains the most common type of misconduct that Schools investigate. However fewer cases of this type of malpractice were considered during 2016/17 compared to 2015/16 (320). The majority of students are found guilty in such cases with the most utilised penalty being a mark of zero for a particular piece of work.

<sup>8</sup> A mark of zero may or may not include associated loss of credit. It may also lead to students being reassessed for a capped mark.

<sup>9</sup> Cases identified as being recorded in the Faculty or USDP section of this report have been removed from the School data. Additionally differing terminology between Schools may have caused some data amendment e.g. findings of poor academic practice could not be recorded as a student being guilty of academic malpractice, penalties now match Regulation XVII wording etc.

<sup>10</sup> SEED, AMBS, Chemistry, Maths, CEAS, Materials

### Outcome of School misconduct cases

Outcome	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%
Guilty		78	205	141	142	67	56	160		283	93
Not Guilty		10	7	9	8	5	3	9		17	6
Other e.g. ongoing at 1/10/2017, student withdrew.			3	3		3				3	1
<b>Total</b>	<b>0</b>	<b>88</b>	<b>215</b>	<b>153</b>	<b>150</b>	<b>75</b>	<b>59</b>	<b>169</b>	<b>0</b>	<b>303</b>	

### Penalties imposed (more than one penalty may be imposed)

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%
Reprimand & Warning			50	42	38	54	16	17	55	92	24
Mark Reduction			16	67	47	36	17	15	51	83	22
Mark of Zero for Specific Piece of Work			48	114	69	93	36	28	98	162	43
Mark of Zero for Unit			1	9	8	2	3	4	3	10	3
Other e.g. undertaking, alternative work			12	20	13	19	8	7	17	32	8
<b>Total</b>	<b>0</b>	<b>127</b>	<b>252</b>	<b>175</b>	<b>204</b>	<b>80</b>	<b>71</b>	<b>224</b>	<b>0</b>	<b>379</b>	

### Appeals against conduct and discipline decisions

Students may appeal decisions relating to conduct and discipline in accordance with Regulation XVII, paragraphs 32-38. 18 students submitted disciplinary appeals during 2016/17; this is a decrease from 26 appeals during 2015/16.

#### Faculty (or equivalent) Appeals

Total Number

Faculty	PGR	PGT	UG	F	M	White	BME	International	Not released	Total
BMH		1			1	1				1
FSE		1	1	1	1			2		2
HUM		5		3	2		1	4		5
SDP										0
<b>Total</b>		<b>7</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>8</b>

#### USDP Appeals

Total Number

Faculty	PGR	PGT	UG	F	M	White	BME	International	Not released	Total
BMH										
FSE			2		2		1	1		2
HUM		1	2	1	2		2	1		3
<b>Total</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>5</b>

#### School Appeals<sup>11</sup>

Total Number

School	PGR	PGT	UG	F	M	White	BME	International	Not released	Total
Health Sciences			1		1	1				1
Law			1	1				1		1
Maths		1			1			1		1
SALC		1	1		2	1	1			2
<b>Total</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>5</b>

<sup>11</sup> The data only refers to those Schools from which appeals were received.

## Outcome of Appeal

### Outcome of Faculty (or equivalent) Appeals

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total
Original decision upheld		7	1	4	4	1	1	6		8
Original decision varied/rescinded										0
<b>Total</b>		<b>7</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>8</b>

### Outcome of Appeal of USDP Appeals

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total
Original decision upheld		1	3	1	3		2	2		4
Original decision varied/rescinded			1		1		1			1
<b>Total</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>5</b>

### Outcome of School Appeals

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total
Original decision upheld		2	2	1	3	1	1	2		4
Original decision varied/rescinded			1		1	1				1
<b>Total</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>5</b>

In the cases where the original decision was varied/rescinded:

1. The USDP appeal led to the student being issued with a revised (lower) penalty for academic malpractice.
2. The School level case led to the penalty being rescinded due to a procedural irregularity, the effect being that the student needed to be referred to a Faculty-level hearing for the academic malpractice allegation to be considered afresh.

As agreed by the Student Conduct and Discipline Committee, the Division of Campus Life will be conducting a review of Regulation XVII and its associated procedures during the 2017/18 and 2018/19 academic years.

After the appeal 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 6: Commentary on Fitness to Practise<sup>12</sup>

Fitness to Practise cases originate in the Faculty of Biology, Medicine and Health (BMH) because of the nature of the programmes of study undertaken in that Faculty. Fitness to Practise cases can arise for a variety of reasons, which often relate to matters of health and professional conduct. BMH School Health and Conduct Committees have the power to refer a student to a Fitness to Practise Committee.

Due to the length over which a Fitness to Practise case can run, and to reflect a clearer picture of outcomes, the data are presented based on the number of Fitness to Practise Committee hearings that have taken place during the 2016/17 academic year.

### Number of Fitness to Practise Cases

School (Division)	UG	F	M	White	BME	International	Not released	Total 2016/17
Medical Sciences (Medical Education)	9	1	8	3	5		1	9
Health Sciences (Nursing)	1	1			1			1
<b>Total</b>	<b>10</b>	<b>2</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>10</b>

### Outcome of Cases<sup>13</sup>

Outcome	UG	F	M	White	Ethnic Minority	International	Not released	Total 2016/17
Continue with advice and guidance	6	1	5	2	3		1	6
Exclusion	1		1	1				1
Undertake further study e.g. repeat/bespoke programme.	2	1	1		2			2
Case dismissed	1		1		1			1
<b>Total</b>	<b>10</b>	<b>2</b>	<b>8</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>10</b>

A variety of outcomes may result from a Fitness to Practise hearing ranging from warnings to expulsion.

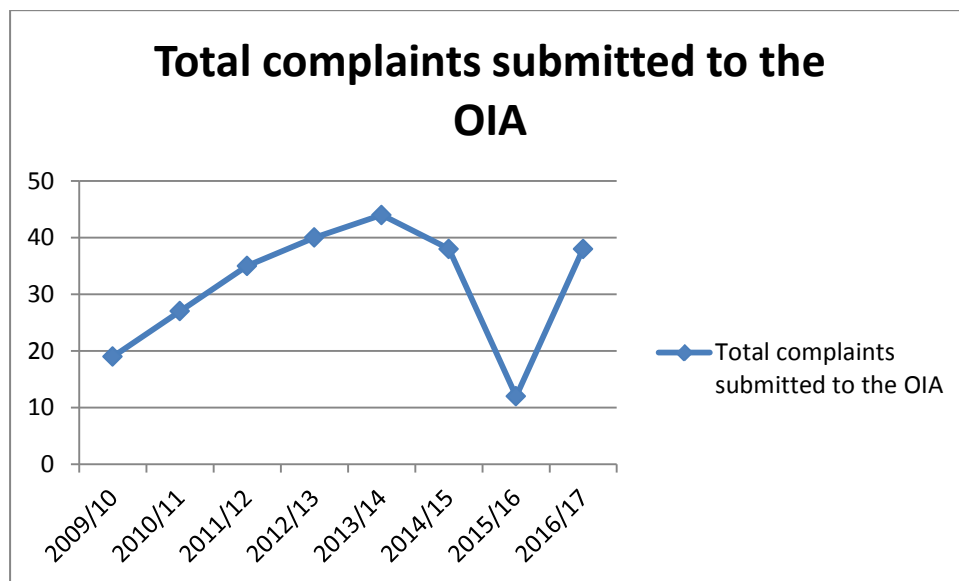
Appeals against a decision of a Fitness to Practise Committee can be made on grounds of disproportionate outcome, procedural irregularity and availability of new evidence. One appeal was submitted to the Director of Teaching and Learning Support following a decision that they be excluded. An Appeals Committee convened to consider the appeal and upheld the original decision to exclude the student.

In 2015/16 three complaints were submitted to the OIA relating to exclusions following the Fitness to Practise process. Due to the OIA's timescales for considering complaints, the outcomes were only reached during 2016/17. The OIA found each complaint to be Not Justified.

After the appeal stage, the University of Manchester procedures are completed and students are issued with a Completion of Procedures letter, as required by the OIA.

<sup>12</sup> Cases dealt with under the Procedure for a Committee on Fitness to Practise

**Section 7: Commentary on cases taken by students to the Office of the Independent Adjudicator (OIA)  
(after Completion of Procedures<sup>14</sup>)**



**2016/17 OIA Complaints<sup>15</sup>**

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	2015/16
Total	10	14	14	20	18	9	11	18	0	38	12
Percentage	26	37	37	53	47	24	29	47			

**Outcome**

	PGR	PGT	UG	F	M	White	BME	International	Not released	Total	%	% 2015/16
Ongoing (at 01/01/2018)	1	1		1	1	1	1			2	5	42
Justified										0		
Partly Justified	1		1	2		1		1		2	5	
Not Justified	6	11	10	15	12	6	7	14		27	71	42
Not Eligible	1	1	1	2	1		1	2		3	8	
Withdrawn/settled	1	1	2		4	1	2	1		4	11	16
<b>Total</b>	<b>10</b>	<b>14</b>	<b>14</b>	<b>20</b>	<b>18</b>	<b>9</b>	<b>11</b>	<b>18</b>	<b>0</b>	<b>38</b>		

The OIA is appointed as the national independent body to consider student complaints. The OIA has no regulatory powers over universities and cannot punish or fine them; however universities are expected to act upon their recommendations. The Director of Teaching and Learning Support is the University's point of contact for the OIA.

Three cases were settled by allowing the students' complaints to be considered at different stages of the applicable internal procedures. In one Partly Justified case the OIA recommended that the University offer a student an apology and £2,500 compensation due to a lack of clarity in the process pertaining to the student's enforced temporary suspension of studies. In the second Partly Justified case the OIA recommended that the University offer a student £500 compensation due to the University's handling of the student's request to record their Annual Review. In two Not Justified complaints the OIA also asked the University to re-offer compensation amounts of £500 which had originally been offered during the University's consideration of the cases.

<sup>14</sup> 220 (including 147 Faculty (or equivalent)) Completion of Procedures letters were issued by the University during 2016/17 academic year; 193 were issued during 2015/16.

<sup>15</sup> Five cases were reported as ongoing in the 2015/16 Annual Report. All five were found to be Not Justified.

Compared to the decrease in complaints submitted during 2015/16, there has been an increase in the number of students pursuing their cases to the OIA during 2016/17. This has placed case numbers back at the level last seen in 2014/15. It is thought that the rise has originated from the extension of the OIA complaint timeframe from three to twelve months in 2015 with some students from that academic year taking longer to submit their complaints. The important point to highlight is that the OIA is finding the majority of complaints to be Not Justified.

During 2016/17 the OIA also introduced two new chapters to its Good Practice Framework for Handling Appeals and Complaints, these being:

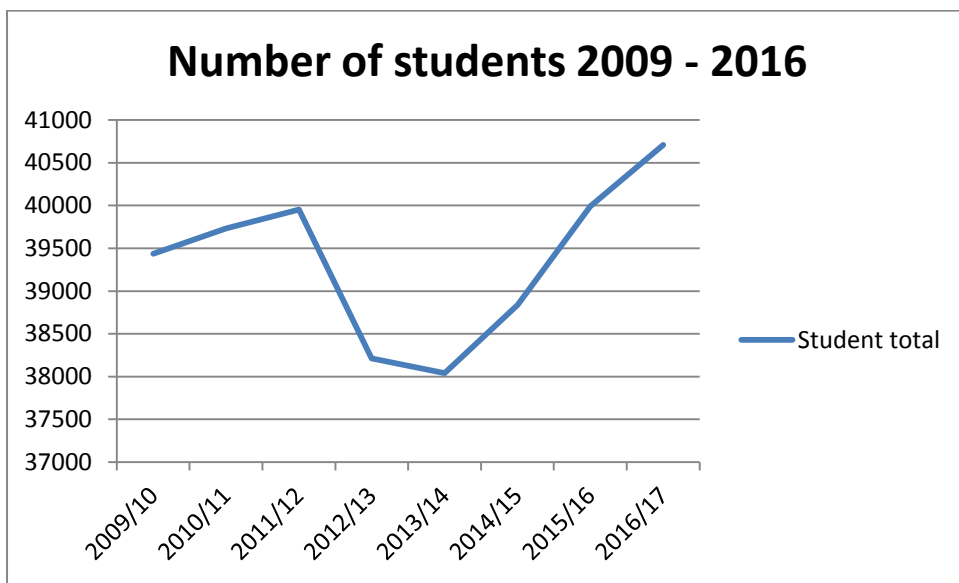
1. Delivering learning opportunities with others (<http://www.oiahe.org.uk/media/114634/oia-gpf-delivering-learning-opportunities-with-others.pdf>)
2. Supporting disabled students (<http://www.oiahe.org.uk/media/117373/oia-good-practice-framework-supporting-disabled-students.pdf>)

We will be reviewing our relevant policies and processes to consider whether any amendments are necessary in light of the OIA's publications.

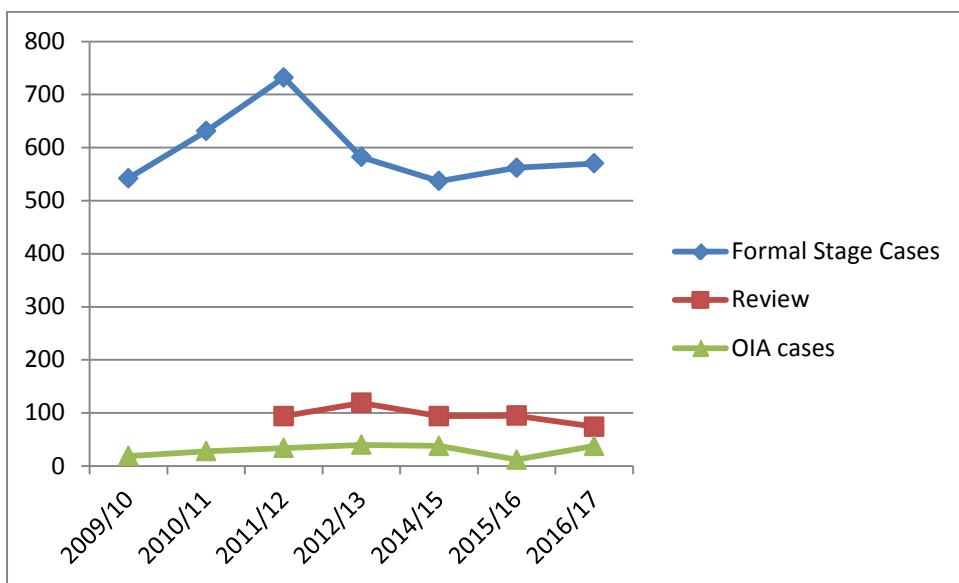
**Profile of Student Population 2016-17**

Total number of students 1/12/2016

	Grand Total	Home Students													
		UGRD		PGDT		PGDR		International (incl. EU)		White		BME		Ethnicity Not Known	
			%		%		%		%		%		%		%
Faculty of Science and Engineering	12166	8241	67.7	2242	18.4	1683	13.8	6034	49.6	4597	37.8	1522	12.5	13	0.1
Faculty of Humanities	17149	11437	66.7	4659	27.2	1053	6.1	6189	36.1	8697	50.7	2241	13.1	22	0.1
Faculty of Biology, Medicine and Health	11393	8070	70.8	2263	19.9	1060	9.3	1853	16.3	6612	58.0	2906	25.5	22	0.2
Grand Total	40708	27748	68.2	9164	22.5	3796	9.3	14076	34.6	19906	48.9	6669	16.4	57	0.1



**Total number of cases**





Number of cases recorded as a percentage of the student population

