

Annual Report of Student Appeals, Student Complaints and Student Discipline Cases 2014-15¹

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 relates only to formal cases and does not include the significant number of cases which are resolved informally by Schools and PSS Directorates.²

The overall number of Faculty (or equivalent) cases across the different Regulations (537 in 2014/15) remains similar to that in 2013/14 (549) and represents a small proportion of the total student population. There has been a slight increase in the number of academic appeals specifically and an increase in students quoting multiple grounds for academic appeals (368 in 2013/14 compared with 526 in 2014/15).

In June 2014, Senate agreed an amendment to Regulation XVII: Student Conduct and Discipline to extend the application of the Regulation to student behaviour off-campus. During 2014/15 the Director of Student Life met informally with 47 students in relation to off-campus behaviour but no students were referred to the University Student Disciplinary Panel (USDP) for this type of misconduct.

Plagiarism remains the largest proportion of academic malpractice cases and the majority of students involved in these cases continue to be international students. Steps were taken during 2014/15 to promote awareness, via My Manchester, of plagiarism and how to avoid it, directing students to sources of information and guidance such as the training provided by the Learning Commons. This may account for the slight decrease in the number of plagiarism cases in 2014/15. Training for staff in unconscious bias is also in the early stages of being rolled out with all USDP chairs due to undergo the training in March 2016.

There continues to be a trend for some students to recourse to legal representation. In such cases, the Teaching and Learning Support Office (TLSO) and Faculties work closely with the Office of the General Counsel.

There has been a decrease in the number of students progressing a complaint to the Office of the Independent Adjudicator (OIA): 38 complaints in 2014/15 compared with 44 in 2013/14. The reason for this is unclear but the TLSO will continue to monitor this.

In December 2014 the OIA published a Good Practice Framework for all subscribing Higher Education Institutions (<http://oiahe.org.uk/media/96361/oia-good-practice-framework.pdf>). The Framework required implementation by September 2015. Reviews of Regulation XVIII and XIX were undertaken and the revised Regulations were approved by Senate in June 2015. Academic appeals and complaints received from September 2015 have been subject to the revised Regulations.

During 2015/16 we will continue to work with Faculties and other colleagues to consider the 'lessons learned' from cases and to provide staff training and development in relation to the handling of appeals and complaints.

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

¹ Presented to Senate in February 2016

² 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.

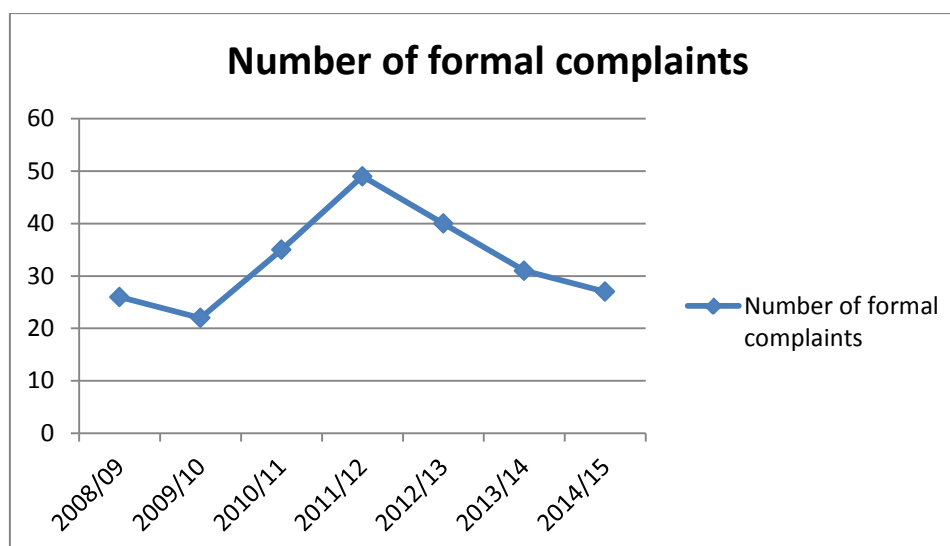
Section 2: Summary of cases considered during 2014-15

	Academic Appeals	Complaints	Conduct and Discipline	Fitness to Practise	Total
Formal Stage Cases	326	27	171	13	537
Review Stage Cases	56	17	18	3	94
OIA complaints	27	7	4	0	38
					669³

This data is presented in further detail in the rest of this report.

³ Total number of cases received at all stages during the 2014/15 academic year.
Page 2 of 17

Section 3: Commentary on Student Complaints (Regulation XVIII)⁴



Overall

Total 2014/15	27
Total 2013/14	31

Number of Complaints

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
EPS	5	1	3	1	8	5		3	1	9	33	23
FLS										0		10
HUMS	4	4	5	7	6	9	1	3		13	48	48
MHS		2	3	2	3	1	3	1		5	19	19
Total	9	7	11	10	17	15	4	7	1	27		

Type of Complaint

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Academic provision/progress	1	4		1	4	3	1	1		5	19	32
Facilities/services	2	1	6	5	4	6	2	1		9	33	29
Harassment, discrimination, bullying	3		2	2	3	2		3		5	19	10
Supervision	2	2		2	2	2		1	1	4	15	3
Other	1		3		4	2	1	1		4	15	26
Total	9	7	11	10	17	15	4	7	1	27		

There was an overall decrease in the number of complaints. Within these figures, it should be noted that there was a decrease in complaints relating to academic provision/progress (from ten in 2013/14 to five in 2014/15) but an increase in complaints relating to supervision (one in 2013/14 compared with four in 2014/15) and bullying/harassment/discrimination (three in 2013/14 compared with five in 2014/15).

⁴ Complaints in cases involving harassment, discrimination and bullying (HDB) may be dealt with under the Dignity at Work and Student Procedure for Students.

Outcome of Complaint

Outcome	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Complaint upheld or partially upheld	2	1	1	1	3	3		1		4	15	16
Complaint dismissed	5	5	5	6	9	8	2	4	1	15	56	55
Ongoing at 1/10/2015			2		2	1	1			2	7	10
Other												10
Withdrawn by student		1	1	1	1	1		1		2	7	3
Referred to another part of the University	2		2	2	2	2	1	1		4	15	10
Total	9	7	11	10	17	15	4	7	1	27		-

Resolution of Complaint (Complaints Justified)

Resolution	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Apology/Explanation										0	
Compensation										0	
Other	2	1	1	1	3	3		1		4	100
Total	2	1	1	1	3	3	0	1	0	4	

The types of resolution have included an opportunity for a complainant to register for part-time attendance, for another complaint an opportunity to resubmit a thesis and for the other two explanations as to the issue that prompted the complaint. Outcomes are also supplemented with apologies where appropriate.

Review of Faculty (or equivalent) decision

17 students requested a review of their complaints by the Director of Teaching and Learning Support (Regulation XVIII, paragraphs 23-25). Three of those reviews related to complaints of a dignity at work and study nature.

Outcome of Review

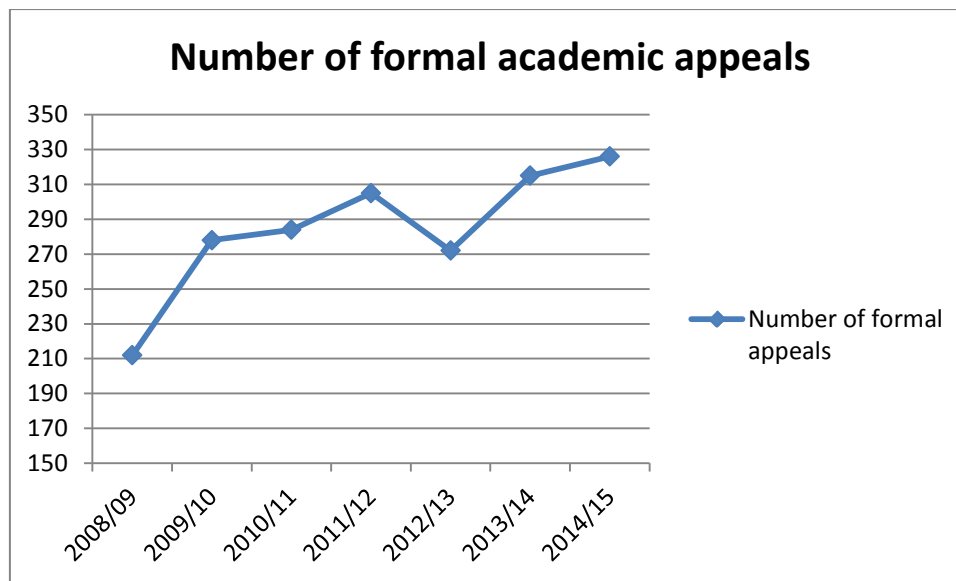
Outcome	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Decision upheld fully	3	3	5	5	6	6	1	4		11	65
Decision altered	4			1	3	3		1		4	24
Not eligible	1		1		2	2				2	12
Ongoing											
Total	8	3	6	6	11	11	1	5	0	17	

There was no change in the total number of complaints taken to review between 2013/14 and 2014/15. However during 2014/15 there were four (compared to one from 2013/14) cases in which the original decision of the Faculty (or equivalent e.g. UMSU or service provider) was altered. In three of those cases this resulted in referrals back for reconsideration and in the fourth a number of changes to the service provider's communication with students were recommended.

The TLSO acts as the review mechanism for UMSU complaints and two complaints relating to the UMSU were referred to the review stage during 2014/15. One outcome of these reviews is that the TLSO is working with UMSU to support a review of its internal complaints procedure.

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 2014/15	326
Total 2013/14	315

Total Number of Academic Appeals

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
EPS	10	29	78	40	77	31	12	72	2	117	36	27
FLS			6	3	3	3	2	1		6	2	6
HUMS	14	64	52	81	49	24	15	90	1	130	40	39
MHS	7	12	54	38	35	25	23	24	1	73	22	28
Total	31	105	190	162	164	83	52	187	4	326		

Decision Appealed Against

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Degree Classification/Qualification Awarded	5	35	49	41	48	24	18	46	1	89	27	24
Exclusion due to academic failure	14	10	84	38	70	21	17	70		108	33	32
Exclusion due to work and attendance	2		1	1	2	1		2		3	1	4
Other decision of Board of Examiners/Progress Committee	7	55	46	75	33	27	14	65	2	108	33	37
Other or not stated	3	5	10	7	11	10	3	4	1	18	6	3
Total	31	105	190	162	164	83	52	187	4	326		

Overall there has been an increase in academic appeals across the University, noticeably within EPS (85 in 2013/14, 117 in 2014/15). Both FLS and MHS have seen appeal submissions decrease (FLS: 18 in 2013/14, 6 in 2014/15, MHS: 89 in 2013/14, 73 in 2014/15). PGT academic appeals nearly doubled (53 in 2013/14 compared with 105 in 2014/15) whilst UG appeals have decreased (237 in 2013/14, 190 in 2014/15).

Grounds for Appeal

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Mitigating Circumstances	22	80	160	136	126	64	42	154	2	262	50	66
Procedural Irregularity	12	65	34	68	43	26	10	71	4	111	21	18
Bias	10	51	19	56	24	11	8	60	1	80	15	9
Poor Supervision	14	54	5	53	20	4	4	64	1	73	14	7
Total	58	250	218	313	213	105	64	349	8	526		

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

Students submitting appeals are now doing so on more grounds than in previous years which is adding to the complexity of cases. For example 368 grounds for appeal were quoted in 2013/14, but 526 grounds were quoted during 2014/15. PGT students are appealing on the highest number of grounds; in 2013/14 they raised 59 grounds for appeal, but in 2014/15 they quoted 250 grounds for appeal. This coincides with the rise in academic appeals from this group of students. Submissions relating to mitigating circumstances remain the most prominent grounds for appeal.

Outcome of Appeal

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Dismissed - invalid grounds	2	4	11	7	10	3	3	10	1	17	5	5
Dismissed - no substance	15	81	91	99	88	39	26	120	2	187	57	51
Ongoing at 1/10/2015	3	3	6	4	8	6	2	4		12	4	6
Upheld/Upheld and referred back to School for review of decision	10	14	70	45	49	28	17	48	1	94	29	30
Withdrawn/Not Pursued	1	3	12	7	9	7	4	5		16	5	8
Total	31	105	190	162	164	83	52	187	4	326		

Review of Faculty Decision

56 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	Ethnic Minority	International	Not released	Total	%	% 2013/14
FLS			1		1	1				1	2	8
MHS	2	5	9	5	11	4	6	6		16	29	24
HUMS	2	6	14	6	16	10	3	8	1	22	39	33
EPS	5	3	9	6	11	2	1	13	1	17	30	35
Total	9	14	33	17	39	17	10	27	2	56		

Decision Appealed Against

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Degree Classification/ Qualification Awarded / Particular Unit Result	5	11	15	10	21	10	2	17	2	31	55	46
Exclusion	2	1	15	4	14	4	6	8		18	32	35
Other decision of Examination Board/Progress Committee	2	2	3	3	4	3	2	2		7	12	19
Total	9	14	33	17	39	17	10	27	2	56		

Outcome of Review

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Faculty decision upheld	5	11	27	13	30	13	8	20	2	43	77	94
Original decision partially dismissed	2		2		4	1		3		4	7	3
Original decision fully dismissed	2	3	4	4	5	3	2	4		9	16	3
Total	9	14	33	17	39	17	10	27	2	56		

The total number of academic appeals taken to review decreased slightly from 63 in 2013/14 to 56 in 2014/15.

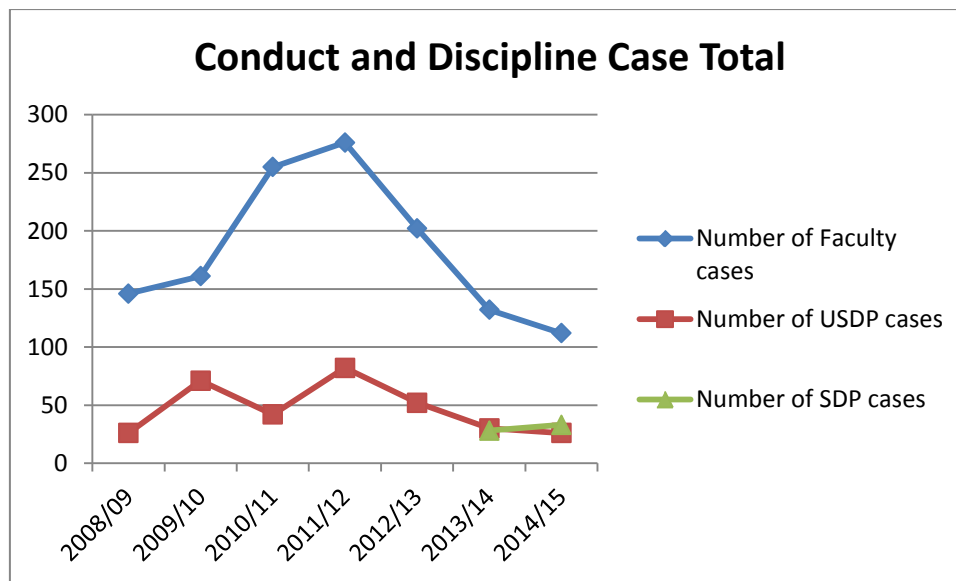
In cases where the appeal is upheld or partially upheld, the University's position is to place that student back in the position that they would have been in had the subject matter of the appeal not arisen. Of the four cases in which the original decision of the Faculty was partially dismissed, two cases involved the students undergoing some form of re-assessment and two resulted in reconsideration of a student's mitigating circumstances.

Additionally in one case where the Faculty's decision to partially dismiss an appeal was upheld, the TLSO amended the outcome to include an offer of £1000 compensation due to substantial delays in the student's examination process.

There has been an increase in appeals being fully upheld at review stage; nine in 2014/15 compared to two in 2013/14. The majority of these cases resulted in referrals back to the School or Faculty for reconsideration. Reasons for referrals included incomplete consideration of appeals and ensuring that the University had complied with its obligations under the Equality Act.

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



Overall

	2013/14	2014/15
Faculties	132	112
University Student Disciplinary Panel (USDP)	30	26
Summary Disciplinary Panel (SDP)	28	33
Total	190	171

Faculty (or equivalent) Cases⁵

Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
EPS		10	48	6	52	3	7	48		58	40	34
FLS										0		8
HUMS		12	23	17	18	6	8	21		35	24	33
MHS		3	16	11	8	10	4	5		19	13	8
SDP		11	22	26	7	6	4	23		33	23	18
Total	0	36	109	60	85	25	23	97	0	145		

Type of Misconduct

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Collusion			28	4	24	7	3	18		28	19	20
Plagiarism		24	59	29	54	12	16	55		83	57	62
Possession of unauthorised material		11	22	26	7	6	4	23		33	23	18
Fabrication/Falsification		1		1				1		1	1	<1
Total	0	36	109	60	85	25	23	97	0	145		

⁵ Including SDP Cases

Overall there has been a decrease in Faculty (or equivalent) cases from 160 in 2013/14 to 145 in 2014/15. Plagiarism remains the largest proportion of academic malpractice cases, but the highest decrease in cases can also be seen in relation to this offence (99 in 2013/14, 83 in 2014/15). International students remain the most likely demographic of students to be involved in instances of academic malpractice.

Outcome of Faculty Misconduct Cases

Outcome	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Accusation withdrawn										0		2
Guilty		31	91	48	74	18	19	85		122	84	85
Not Guilty		4	15	10	9	5	4	10		19	13	7
Other e.g. ongoing at 1/10/2015		1	3	2	2	2		2		4	3	6
Total	0	36	109	60	85	25	23	97	0	145		

Penalties Imposed (more than one penalty can be imposed)

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Reprimand & Warning			18	67	30	55	14	11	60	85	38	33
Mark Reduction			1	8	4	5	4	3	2	9	4	7
Mark of Zero for Specific Piece of Work			25	62	32	55	8	11	68	87	38	38
Mark of Zero for Unit				5	3	2	1	1	3	5	2	3
No reassessment or substitution			5	30	5	30		5	30	35	15	16
Other e.g. undertaking			2	3	2	3		1	4	5	2	3
Total	0	51	175	76	150	27	32	167	0	226		

University Student Disciplinary Panel Cases⁶

Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
EPS		1	12	1	12		1	12		13	50	17
FLS										0		10
HUM		4	5	4	5		1	8		9	35	53
MHS		1	3	1	3	1	3			4	15	20
Total	0	6	20	6	20	1	5	20		26		

Type of Misconduct

Type of Misconduct	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Collusion			3		3		3			3		12
Possessing unauthorised material in an examination		1	2	2	1			3		3		12 10
Non-academic misconduct including alleged incidents of deception, harassment and threatening behaviour.			1		1		1			1		4 13
Plagiarism		3	14	3	14	1	1	15		17		65 67
Falsification of results (may include joint plagiarism allegation)		2		1	1			2		2		8 10
Total	0	6	20	6	20	1	5	20	0	26		

Outcome of USDP misconduct cases

Outcome	PGR	PGT	UG	Total	%	% 2013/14
In breach of regulations		6	14	20	77	83
Not Guilty			6	6	23	17
Total	0	6	20	26		

⁶ USDP cases recorded during the academic year based on completion date. Faculty case numbers are based on the submission date during the academic year.

Penalties imposed (more than one penalty may be imposed)

Penalty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Reprimand & Warning												18
Other piece of work												7
Mark of Zero ⁷ for Piece of Work e.g. coursework or particular exam			10	2	8			10		10	32	5
Mark of Zero for Unit		5	3	3	5	1	1	6		8	26	18
No Reassessment for Piece of Work e.g. coursework or particular exam												2
No Reassessment for Unit												
No Reassessment or Substitution		3	2	3	2	1		4		5	16	5
Mark of Zero for all assessed work in the assessment period												11
Reduction in classification		2	5	2	5		1	6		7	23	11
Suspension												2
Expulsion		1		1				1		1	3	20
Other e.g. referral to another body												
Total	0	11	20	11	20	2	2	27		31		

The USDP continues to see few students referred to it for possession of unauthorised material, indicating that those cases are now been treated more proportionately through referral to Summary Disciplinary Panels.

One student was excluded during 2014/15 compared with nine during 2013/14. The exclusion was due to the falsification of work submitted for assessment.

School Cases

Except in severe cases, Schools tend to handle instances of first offence UG and PGT malpractice or non-academic misconduct cases. During 2013/14 Schools reported handling 401 cases; this increased to at least 576 cases during 2014/15.

The TLSO requests data from Schools on the cases heard by them for inclusion in this report. The data⁸ collected from the Schools that responded is as detailed below; at the time of writing we are awaiting data from two Schools⁹. A full breakdown of School-by-School data will be presented to the Student Conduct and Discipline Committee (SCDC) in February 2016 and will also be shared with the Associate Deans for additional review.

Type of Misconduct

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Collusion		29	151	59	121	55	16	109		180	31
Fabrication/Falsification										0	
Non-academic misconduct			24	7	17	11	11	2		24	4
Plagiarism		172	204	207	169	109	62	205		376	64
Other/unspecified		1	4	4	1		1	4		5	1
Total	0	202	383	277	308	175	90	320	0	585	

Plagiarism remains the most common type of misconduct that Schools investigate. However the most significant rise is in cases of collusion (62 during 2013/14, 180 during 2014/15). The majority of students are still found guilty in such cases with the most utilised penalty being a mark of zero for a particular piece of work. In relation to penalties, an increase in the use of mark reduction can also be seen from the data below (56 in 2013/14, 129 in 2014/15).

⁷ A mark of zero may or may not include associated loss of credit.

⁸ 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.

⁹ School of Mathematics, School of Nursing, Midwifery and Social Work

Outcome of School misconduct cases

Outcome	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Accusation withdrawn			4	1	3	1		3		4	1
Guilty		154	313	215	252	132	76	259		467	80
Not Guilty		37	66	56	47	41	14	48		103	18
Other e.g. ongoing at 1/10/2015, student withdrew.		11		5	6	1		10		11	2
Total		202	383	277	308	175	90	320	0	585	

Penalties imposed (more than one penalty may be imposed)

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Reprimand & Warning			45	111	55	101	35	35	86	156	28
Mark Reduction			40	89	67	62	53	12	64	129	23
Mark of Zero for Specific Piece of Work			104	152	119	137	51	43	162	256	44
Mark of Zero for Unit			2	11	5	8	4	1	8	13	2
Other e.g. undertaking, alternative work			11	3	6	8	1	1	12	14	3
Total	0	202	366	252	316	144	92	332	0	568	

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 2014/15; this is a decrease from 34 appeals during 2013/14.

Faculty (or equivalent) Appeals

Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
EPS		1		1				1		1
FLS										0
HUM		2	4	3	3	1	1	4		6
MHS			1		1	1				1
SDP										
Total	0	3	5	4	4	2	1	5	0	8

USDP Appeals

Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
EPS			2	1	1	1		1		2
FLS										
HUM		2	1	2	1			3		3
MHS		1		1		1				1
Total	0	3	3	4	2	2	0	4	0	6

School Appeals¹⁰

Total Number

School	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
Manchester Medical School			2	2		1	1			2
School of Social Sciences			1		1		1			1
School of Arts, Languages and Cultures			1		1			1		1
Total	0	0	4	2	2	1	2	1	0	4

Outcome of Appeal

Outcome of Faculty (or equivalent) Appeals

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
Original decision upheld		2	4	2	4	1	1	4		6
Original decision varied/rescinded		1	1	2		1		1		2
Total	0	3	5	4	4	2	1	5	0	8

Outcome of Appeal of USDP Appeals

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
Original decision upheld		3	3	4	2	2		4		6
Original decision varied/rescinded										0
Total	0	3	3	4	2	2	0	4	0	6

Outcome of School Appeals

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
Original decision upheld			2	2		1	1			2
Original decision varied/rescinded			2		2		1	1		2
Total	0	0	4	2	2	1	2	1	0	4

In the upheld Faculty (or equivalent) appeals the cases were both referred back to the respective Faculties for reconsideration; in one case the Faculty Panel had not correctly ascertained the impact of a penalty on a student's progression and in the other the Faculty had applied a penalty which was not allowed under Regulation XVII. In the upheld School appeals, the cases were both referred back to the respective Schools for reconsideration; in one case the reasons for the School's decision were unclear and the student had not been properly advised as to their route of appeal and in the other case the School had applied a penalty which was not allowed under Regulation XVII. The TISO reports to the Student Conduct and Discipline Committee on any feedback from cases.

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.

¹⁰ The data only refers those Schools from which appeals were received.

Section 6: Commentary on Fitness to Practise¹¹

Fitness to Practise cases originate in the Faculty of Medical and Human Sciences (MHS) 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. MHS School Health and Conduct Committees have the power to refer a student to a Fitness to Practise Committee.

Number of Fitness to Practise Cases

School	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total 2014/15	Total 2013/14
Manchester Medical School		9	4	5	3	6			9	7
School of Nursing, Midwifery and Social Work	1	3	3	1	1	3			4	4
Manchester Pharmacy School										2
Total	1	12	7	6	4	9	0	0	13	13

Outcome of Cases¹²

Outcome	PGT	UGRD	F	M	White	Ethnic Minority	International	Not released	Total 2014/15	Total 2013/14
Fit to practise or continue		2	1	1		2			2	4
Not currently fit to practise or continue		3	3		1	2			3	1
Not fit to practise or continue		3	3			3			3	2
Pending	1	4		5	3	2			5	6
Withdrawn / not pursued										
Total	1	12	7	6	4	9	0	0	13	13

A variety of outcomes may result from a Fitness to Practise hearing ranging from warnings to expulsion. Three students were excluded on these grounds during 2014/15.

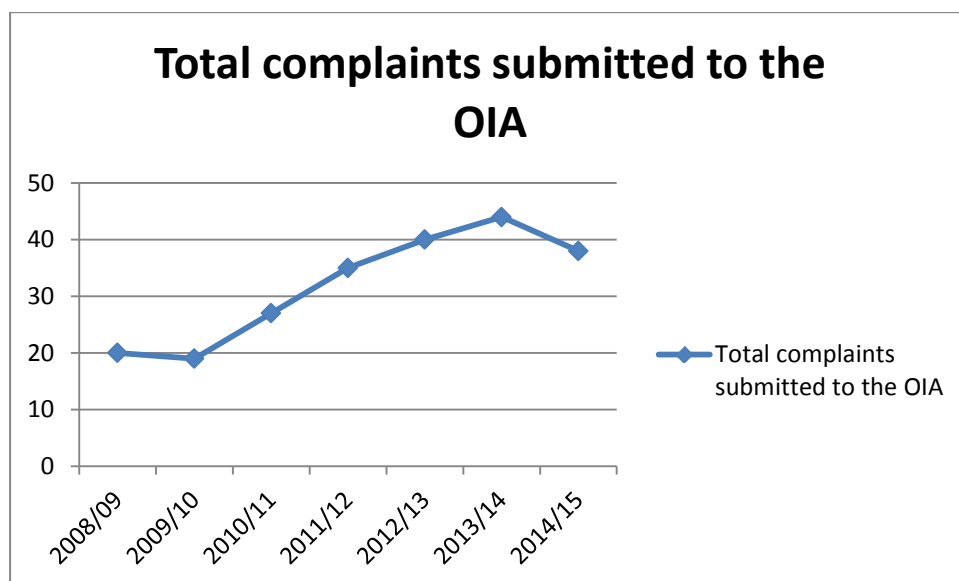
Three appeals were submitted to the Director of Teaching and Learning Support. Appeals can be made on grounds of disproportionate outcome, procedural irregularity and availability of new evidence. Of the three appeals only one was upheld on the basis of new evidence and resulted in the student being allowed to continue on their programme of study.

One complaint submitted to the OIA in September 2014 related to the University's finding (not fit to practise: exclusion) regarding a student's fitness to practise. The OIA found the finding to have been reasonable but partly upheld the student's complaint in relation to delays associated with the handling of the case. MHS subsequently undertook a review of the timescales associated with fitness to practise case handling and in 2015 issued a revised Procedure for a Committee on Fitness to Practise (<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=23997>).

¹¹ Cases dealt with under the Procedure for a Committee on Fitness to Practise

¹² Of the six ongoing cases from 2013/14, one student was found fit to practise, one student was found not currently fit to practise, two students were withdrawn on academic grounds, and two students were found to be not fit to practise.

Section 7: Commentary on cases taken by students to the Office of the Independent Adjudicator (OIA) (after Completion of Procedures¹³)



2014/15 OIA Complaints¹⁴

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	2013/14
Total	6	8	24	10	28	14	13	10	1	38	44
Percentage	16	21	63	26	74	37	34	26	3		

Outcome

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2013/14
Ongoing (at 01/01/2016)	2	2	3	3	4	2	2	3		7	18	55
Justified			1	1			1			1	3	2
Partly Justified		1	2	1	2	1	2			3	8	2
Not justified	2	5	14	5	16	9	6	5	1	21	55	30
Not eligible	1		3		4	2	2			4	11	11
Withdrawn/settled	1		1		2			2		2	5	
Total	6	8	24	10	28	14	13	10	1	38		

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.

In the Partly Justified cases the University was required to pay a total of £3,800 compensation across all three cases due to procedural issues. In one case a student had their request for mitigation reconsidered and another student was eventually re-admitted to their Programme of study. The OIA found one complaint to be fully Justified as the OIA considered the University to have not properly reviewed the student's request for mitigation or to have provided good reasons as to why it was not accepted (the student's request was subsequently reconsidered and they were permitted a number of re-assessments).

¹³ 139 (including 59 Faculty) Completion of Procedures letters were issued by the University during 2014/15 academic year; 176 were issued during 2013/14.

¹⁴ 24 cases were reported as ongoing in the 2013/14 Annual Report. Of those 15 were found to be Not Justified, five were settled, one case was not eligible for review and three were found to be Partly Justified. Of the three Partly Justified cases, the OIA recommended a total of £2,250 compensation and for the University to conduct policy reviews.

The largest proportion of complaint findings by the OIA is that they are Not Justified. Additionally the number of complaints to the OIA has decreased overall (44 in 2013/14, 38 in 2014/15) and the OIA has significantly reduced the number of ongoing cases (24 in 2013/14, 7 in 2014/15).

The TLSO has noted that the OIA is increasingly suggesting, in cases where it considers that there have been procedural irregularities that would likely mean a complaint would be found to be Justified, early settlement of complaints. In Settled cases this usually results in the referral back of a case for reconsideration within the University e.g. for a request for mitigation to be considered again.

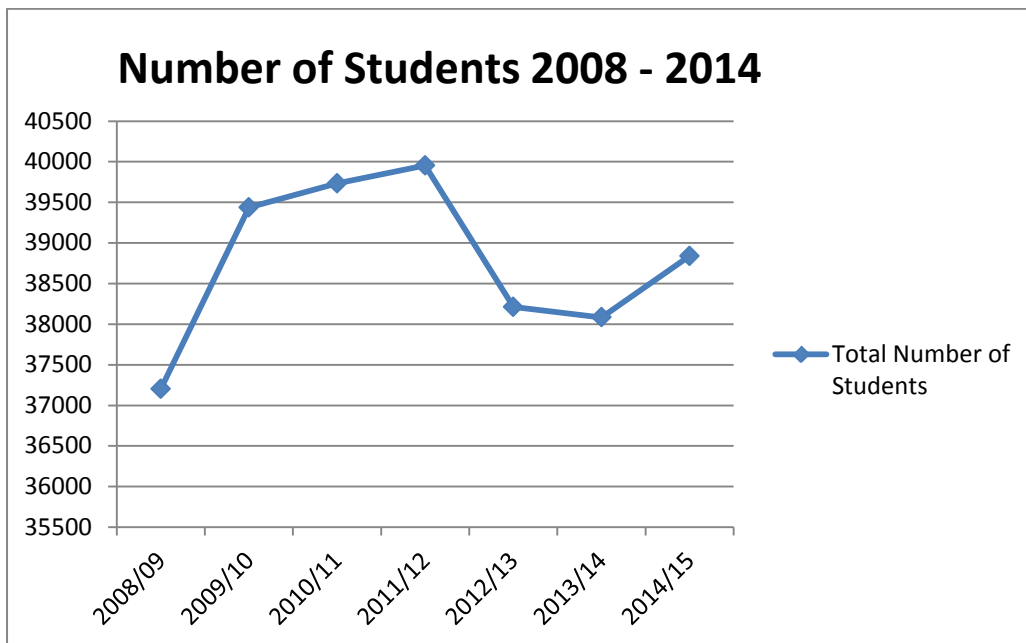
Key changes in the OIA complaints scheme during 2015 included the publication of the Good Practice Framework and the extension of complaint submission timeframes (previously a complaint could be submitted to the OIA within three months from a Completion of Procedures letter; this is now 12 months).

The TLSO works with colleagues across the University to ensure that the 'lessons learned' from these cases are fed back into the University. We continue to review our website so that this can be used as a resource by staff: <http://www.tlso.manchester.ac.uk/appeals-complaints/>.

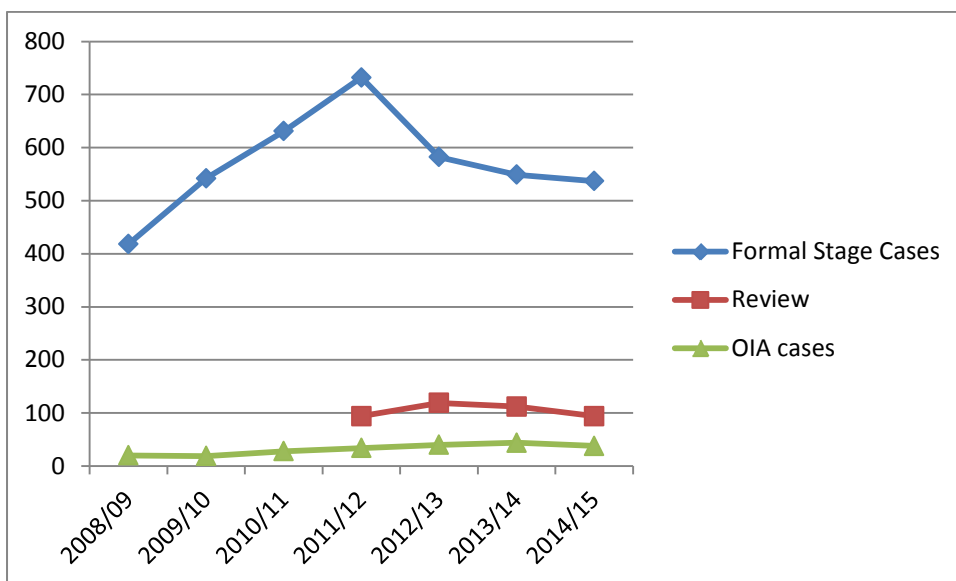
Profile of the Student Population 2014 - 2015

Total Number of Registered Students 1/12/2014

	Grand Total	Home Students													
		UGRD		PGDT		PGDR		International (incl. EU)		White		Ethnic Minority		Ethnicity Not Known	
			%		%		%		%		%		%		%
Faculty of Eng and Phys Sci	11399	7680	72.9	2104	20.0	1615	15.3	5410	47.5	4638	44.0	1321	12.5	30	0.3
Faculty of Life Sciences	2726	2243	85.7	81	3.1	402	15.4	631	23.1	1586	60.6	502	19.2	7	0.3
Faculty of Humanities	16287	10836	65.0	4349	26.1	1102	6.6	5871	36.0	8356	50.1	2036	12.2	24	0.1
Faculty of Med and Human Sci	8426	5859	69.8	1861	22.2	706	8.4	1137	13.5	5156	61.5	2112	25.2	21	0.3
Grand Total	38838	26618	69.7	8395	22.0	3825	10.0	13049	33.6	19736	51.6	5971	15.6	82	0.2



Number of cases recorded



Number of cases recorded as a percentage of the student population

