

Annual Report of Student Appeals, Student Complaints and Student Discipline Cases 2015-16¹

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 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 (562 in 2015/16) remains similar to that in 2014/15 (537) and represents a small proportion of the total student population. In relation to complaints there has been a rise in the total number being considered at Faculty level. The total number of appeals has remained at a similar level to 2014/15 but, of note within that case category, there has been a rise in UG appeals. Disciplinary activity has remained similar to 2014/15, but there has been a rise in cases of unauthorised material in examinations and a rise in cases of non-academic misconduct.

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 2015/16 the Director of Student Life met informally with 109 students in relation to off-campus behaviour; no further action was taken against 25, warning letters were issued to 79 and five students (living in a shared house) were referred to the University Student Disciplinary Panel (USDP). The five students referred to the USDP were the first students to have been taken to the USDP for this type of misconduct; all five were initially excluded but, at appeal, two students received alternative penalties.

There has been a large decrease in the number of students progressing complaints to the Office of the Independent Adjudicator (OIA): 12 complaints in 2015/16 compared with 38 complaints in 2014/15. This decrease may be linked to the OIA's increased timeframe for submitting complaints (12 months following a University reaching Completion of Procedures rather than three months).

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. It should also be noted that colleagues from the Faculty of Science and Engineering (FSE) have been reviewing the appeals, complaints and discipline function across the Faculty and that the Faculty of Biology, Medicine and Health (BMH) are continuing to work on harmonising the case handling practices from the former Faculty of Life Sciences (FLS) and Faculty of Medical and Human Sciences.

This report covers 1st October 2015 to 30th September 2016. Cases that have been recorded against FLS have still been presented in the Report but from the date of the merger (1st August 2016) will have been incorporated into the data for BMH and FSE.

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 2017

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 2015-16

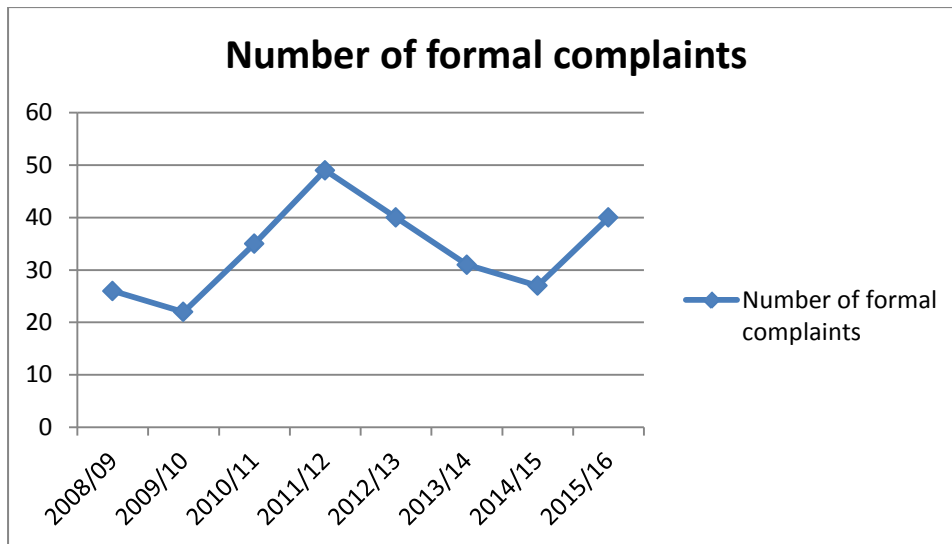
	Academic Appeals	Complaints	Conduct and Discipline	Fitness to Practise	Total
Formal Stage Cases	312	40	197	13	562
Review Stage Cases	48	19	26	2	95
OIA complaints	7	2	0	3	12
					669³

These data⁴ are presented in further detail in the rest of this report.

³ Total number of cases received at all stages during the 2015/16 academic year. In 2014/15 the total number of cases was 669.

⁴ Percentages are rounded to the nearest whole number.

Section 3: Commentary on Student Complaints (Regulation XVIII)⁵



Overall

Total 2015/16	40
Total 2014/15	27

Number of Complaints

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
FSE		1	6	3	4	5	2			7	18	33
FLS	1			1		1				1	3	
HUMS	7	6	12	18	7	3	4	7		25	63	48
BMH	2	4	1	7		14	2	2		7	18	19
Total	10	11	19	29	11	23	8	9		40		

Type of Complaint

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
Academic provision/progress		4	3	7		4	2	1		7	18	19
Facilities/services	4	3	4	7	4	8	2	1		11	28	33
Harassment, discrimination, bullying	3		5	6	2	4		4		8	20	19
Supervision	2	2	1	3	2	1	1	3		5	13	15
Other	1	2	6	6	3	6	3			9	23	15
Total	10	11	19	29	11	23	8	9		40		

There was large increase in the number of complaints. The reason for this is unclear. Within these figures, one of the more notable rises was in relation to harassment/discrimination/bullying complaints (eight in 2015/16 compared with five in 2014/15); case handlers have reported that complaints of this nature have started to include issues arising in students' private lives.

⁵ 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	%	% 2014/15
Complaint upheld or partially upheld		5	8	9	4	9	3	1		13	33	15
Complaint dismissed	9	6	10	19	6	13	5	7		25	63	56
Ongoing at 1/10/2016												7
Other												
Withdrawn by student	1				1			1		1	3	7
Referred to another part of the University			1	1		1				1	3	15
Total	10	11	19	29	11	23	8	9		40		

Resolution of Complaint (Complaints Upheld)

Resolution	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Apology/Explanation		3	7	8	2	7	2	1		10	77
Compensation / financial redress		1		1		1				1	8
Other		1	1		2	1	1			2	15
Total		5	8	9	4	9	3	1		13	

The upheld complaint leading to financial redress resulted in the student being given a £2,100 fee refund. The student whose case was referred to another part of the University also had their complaint upheld and was given £1,800 compensation.

Review of Faculty (or equivalent) decision

19 students (compared with 17 in 2014/15) 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	Ethnic Minority	International	Not released	Total	%
Decision upheld fully	6	2	7	10	5	8	4	3		15	79
Decision altered	1	1	2	4		2		1	1	4	21
Total	7	3	9	14	5	10	4	4	1	19	

Compared with 2014/15, 2015/16 had the same number of cases of decisions being amended on review, with outcomes including:

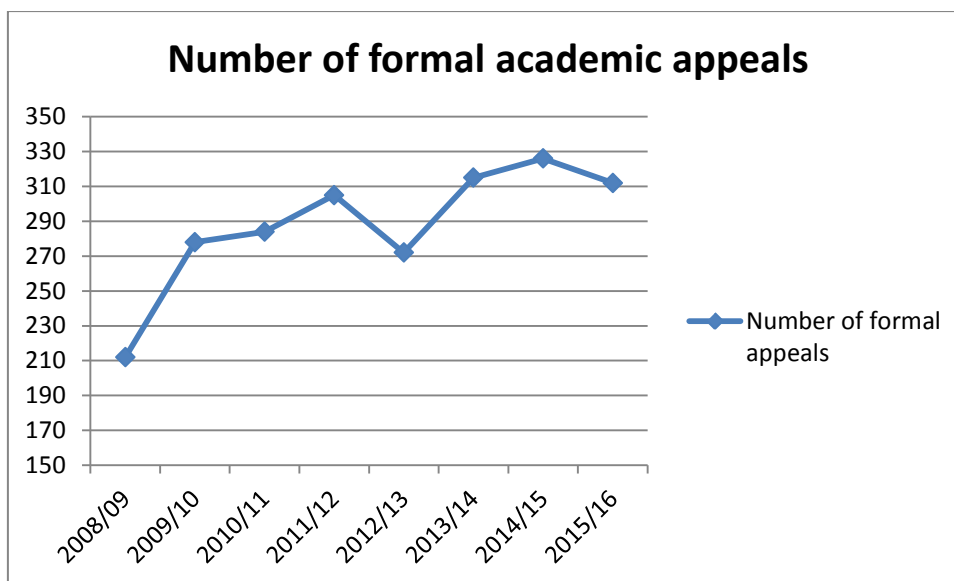
- A referral back to a Faculty for reconsideration;
- An apology for miscommunication about tuition fee payment and a re-arrangement of the timeframe for making payment;
- An apology for the incorrect application of PGR policy, recommendations for the School, and an offer of £500 compensation (not accepted);
- Apologies and a recommendation that a School reviews aspects of a complaint pertaining to publication of course material, lecturer absence and placement support.

Of particular note, two complaints which were not upheld overall still resulted in offers of £1,000 and £1,500 compensation; the former for confusion pertaining to a student's enforced interruption and the latter due to a large delay and process errors affecting a Faculty's investigation into a complaint. Both offers were not accepted by the students and both chose to submit complaints to the OIA.

Students who either make a dignity at work and study complaint or are the respondent to one, may request a review of a Faculty's decision. Six review requests were received in 2015/16 (compared to three in 2014/15); in five the original decision was upheld and one resulted in a referral back to a Faculty for reconsideration based on new evidence that had been presented.

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 2015/16	312
Total 2014/15	326

Total Number of Academic Appeals

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
FSE	9	17	74	30	70	24	20	56		100	32	36
FLS												2
HUMS	11	16	66	43	50	33	25	35		93	30	40
BMH	5	20	94	65	54	34	59	26		119	38	22
Total	25	53	234	138	174	91	104	117		312		

Decision Appealed Against

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
Degree Classification/Qualification Awarded	5	22	52	39	40	21	24	34		79	25	27
Exclusion due to academic failure	10	13	111	56	78	37	50	47		134	43	33
Exclusion due to work and attendance	1		4	1	4	3	1	1		5	2	1
Other decision of Board of Examiners/Progress Committee	6	13	57	34	42	25	24	27		76	24	33
Other or not stated	3	5	10	8	10	5	5	8		18	6	6
Total	25	53	234	138	174	91	104	117		312		

Overall there has been a slight decrease in academic appeals across the University but it should be noted that in 2014/15 one Faculty (Humanities) logged 130 cases of which 42 were dealt with as a group appeal. Appeals within FSE have also decreased (117 2014/15, 100 2015/16). BMH has seen a rise in cases (73 2014/15, 119 2015/16). The number of UG students appealing has increased from 190 in 2014/15 to 234 in 2015/16 whilst PGT appeals have decreased from 105 in 2014/15 to 53 in 2015/16 (but this is accounted for in part by the group appeal in Humanities as referenced above).

Grounds for Appeal

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
Mitigating Circumstances	17	38	179	109	125	72	79	83		234	66	50
Procedural Irregularity	6	16	43	24	41	21	21	23		65	18	21
Bias	6	6	17	10	19	7	4	18		29	8	15
Poor Supervision	11	8	10	9	20	6	7	16		29	8	14
Total	40	68	249	152	205	106	111	140		357		

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

The number of grounds quoted fell significantly from 526 in 2014/15 to 357 in 2015/16. The total from 2014/15 would seem to have been linked to the 42 student group appeal in Humanities which accounted for 168 grounds for appeal being quoted. Submissions relating to mitigating circumstances still remain the most prominent grounds for appeal overall.

Outcome of Appeal

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
Dismissed - invalid grounds	1	4	16	12	9	4	8	9		21	7	5
Dismissed - no substance	13	29	101	60	83	44	43	56		143	46	57
Ongoing at 01/10/2016		3	11	5	9	1	8	5		14	4	4
Upheld/Upheld and referred back to School for review of decision	7	14	91	51	61	40	40	32		112	36	29
Withdrawn/Not Pursued	4	3	15	10	12	2	5	15		22	7	5
Total	25	53	234	138	174	91	104	117		312		

Review of Faculty Decision

48 students requested a review of their academic appeal by the Director of Teaching and Learning Support (Regulation XIX, paragraph 10). This was a decrease from 56 cases in 2014/15.

Total Number of Appeals Reviewed

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
FLS			2		2	2				2	4	2
BMH	1	3	6	5	5	3	4	3		10	21	29
HUMS	7	2	4	6	7	4	2	7		13	27	39
FSE	2	11	10	5	18	4	2	16	1	23	48	30
Total	10	16	22	16	32	13	8	26	1	48		

Decision Appealed Against

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
Degree Classification/ Qualification Awarded / Particular Unit Result	3	12	13	8	20	7	3	17	1	28	58	55
Exclusion	7	4	7	7	11	4	5	9		18	37	32
Other decision of Examination Board/Progress Committee			2	1	1	2				2	4	12
Total	10	16	22	16	32	13	8	26	1	48		

Outcome of Review

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
Faculty decision upheld	9	14	19	14	28	11	7	23	1	42	87	77
Original decision partially dismissed		1	1		2	1		1		2	4	7
Original decision fully dismissed	1	1	2	2	2	1	1	2		4	8	16
Total	10	16	22	16	32	13	8	26	1	48		

The total number of academic appeals taken to review decreased slightly from 56 in 2014/15 to 48 in 2015/16. The largest growth in cases being taken to review was seen in FSE (17 2014/15, 23 2015/16) whilst decreases were seen in Humanities (22 2014/15, 13 2015/16) and BMH (16 2014/15, 10 2015/16).

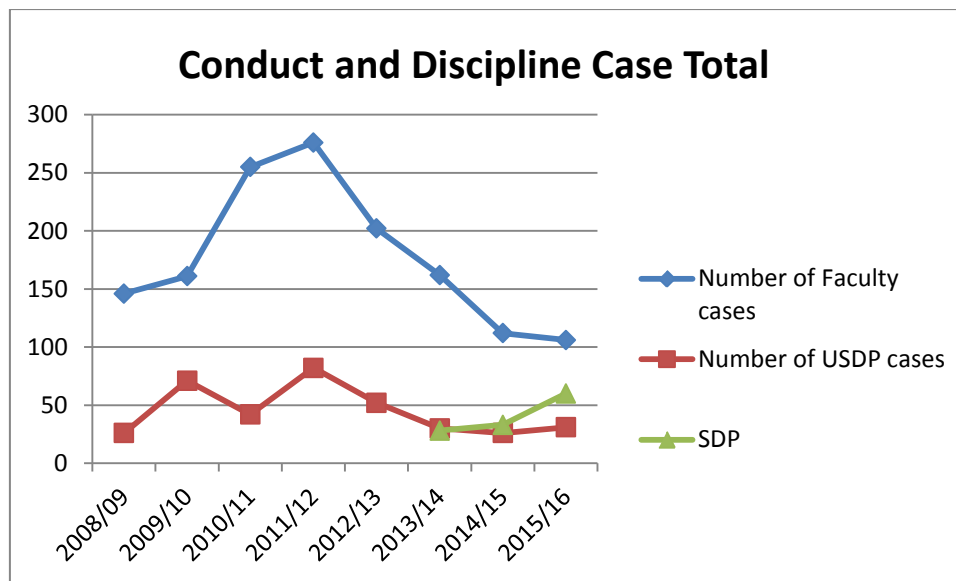
In cases where the appeal is upheld or partially upheld, the University's objective is to place that student back in the position that they would have been in had the subject matter of the appeal not arisen. In one of the partially dismissed outcomes, a referral back to the Faculty was made as the full appeals process had not been completed. In the second it was recommended that a mark penalty be removed from an assessment as the penalty was not referred to in the programme handbook and was not linked to the intended learning outcomes for the assessment.

In 2014/15 four cases were upheld compared with nine in 2015/16. In these cases:

- A student was allowed to repeat a unit of assessment as an administrative error had allowed the student to pick a subject for the assessment without having the necessary pre-requisites;
- A late disability diagnosis was accepted and led to the student being allowed back onto their Programme;
- A student was unable to engage with the interruption process and so a reconsideration of a retrospective interruption took place;
- A case was referred back to a Faculty for reconsideration as the case handler felt that the Faculty did not obtain enough evidence to reach the conclusion to dismiss the appeal.

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

	2015/16	2014/15
Faculties	106	112
University Student Disciplinary Panel (USDP)	31	26
Summary Disciplinary Panel (SDP)	60	33
Total	197	171

Faculty (or equivalent) Cases⁶

Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
FSE		12	46	11	47	7	12	39		58	35	40
FLS												
HUMS		8	24	11	21	7	7	18		32	19	24
BMH		1	15	10	6	6	5	5		16	10	13
SDP		27	33	31	29	5	1	53	1	60	36	23
Total		48	118	63	103	25	25	115	1	166		

Type of Misconduct

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
Collusion		2	29	4	27	8	9	14		31	19	19
Plagiarism		19	56	28	47	12	15	48		75	45	57
Possession of unauthorised material		27	33	31	29	5	1	53	1	60	36	23
Fabrication/Falsification												1
Total		48	118	63	103	25	25	115	1	166		

In 2015/16 the number of Faculty cases has remained at a similar level to 2014/15. Plagiarism remains the largest proportion of academic malpractice cases. International students are 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 increased from 33 in 2014/15 to 60 in 2015/16 with the majority of students being international.

⁶ Including SDP Cases

Outcome of Faculty Misconduct Cases

Outcome	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
Accusation withdrawn												
Guilty		38	103	57	84	22	16	102	1	141	85	84
Not Guilty		8	13	5	16	3	8	10		21	13	13
Other e.g. ongoing at 1/10/2016, student withdrawn before hearing etc.		2	2	1	3		1	3		4	2	3
Total		48	118	63	103	25	25	115	1	166		

Penalties Imposed (more than one penalty can be imposed)

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
Reprimand & Warning		33	69	41	61	10	8	83	1	102	39	38
Mark Reduction			8	6	2	3	3	2		8	3	4
Mark of Zero for Specific Piece of Work		27	83	43	67	16	11	83		110	42	38
Mark of Zero for Unit		7	4	5	6			10	1	11	4	2
No reassessment or substitution		5	23	8	20	1	2	25		28	11	15
Other e.g. alternative piece of work		1			1			1		1	<1	2
Total		73	187	103	157	30	24	204	2	260		

University Student Disciplinary Panel Cases⁷

Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
FSE	1	3	8	2	10	1	7	4		12	39	50
FLS	1		2		3	1	1	1		3	10	
HUM	1	2	5	3	5	5	2	1		8	26	35
BMH	3	1	4	6	2	5		3		8	26	15
Total	6	6	19	11	20	12	10	9		31		

Type of Misconduct

Type of Misconduct	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
Collusion			2	1	1		1	1		2	6	12
Possessing unauthorised material in an examination		1			1			1		1	3	12
Non-academic misconduct including alleged incidents of deception, harassment and threatening behaviour.	2	1	13	1	15	5	9	2		16	52	4
Plagiarism	4	4	4	9	3	7		5		12	39	65
Falsification of results (may include joint plagiarism allegation)												8
Total	6	6	19	11	20	12	10	9		31		

Outcome of USDP misconduct cases

Outcome	PGR	PGT	UG	Total	%	% 2014/15
Guilty	5	4	15	24	77	77
Not Guilty	1	2	4	7	23	23
Total	6	6	19	31		

⁷ 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	% 2014/15	
											%	
Reprimand & Warning	3	2	8	4	9	6	3	4		13	23	
Other piece of work												
Mark of Zero ⁸ for Piece of Work e.g. coursework or particular exam		1	1	2		2				2	4	32
Mark of Zero for Unit	2	2	1	2	3	2		3		5	9	26
No Reassessment or Substitution	1	2		1	2	1		2		3	5	16
Mark of Zero for all assessed work in the assessment period		1			1			1		1	2	
Undertaking	1		6		7	3	3	1		7	12	
Services for the community			6		6	3	3			6	11	
Fine			3		3	1	2			3	5	
Reduction in classification		2			2	1		1		2	4	23
Restricted access to the University	1		3		4	2	1	1		4	7	
Suspension			1		1		1			1	2	
Expulsion	2		7	2	7	3	5	1		9	16	3
Total	10	10	36	11	45	24	18	14		56		

The USDP has seen a rise in cases relating to non-academic misconduct (16 in 2015/16 compared to one in 2014/15). Types of misconduct under this category include threatening behaviour, off-campus misconduct, harassment and dishonesty. Five cases of non-academic misconduct related to off-campus behaviour and five related to allegations of harassment. The Division of Student Life (policy owner for Regulation XVII) has identified that a Non-Academic Procedure (similar to the Academic Malpractice Procedure) is required to outline process on how cases falling under this category are handled. This is currently being developed.

One student was excluded during 2014/15 but this rose to eight in 2015/16. Five of the exclusions related to off-campus misconduct and the other four for a range of other serious types of misconduct or malpractice. The data also indicates male UG students as the most likely demographic of students to be referred to the USDP and which is also reflected in the penalties imposed.

In relation to off-campus behaviour, the University has been working proactively to reduce the number of noise complaints. The focus of this work is on developing students' understanding of the mixed community that they live in, and their understanding the consequences of antisocial behaviour. Initiatives have been informed by the outputs from a workshop with students who had been through the off-campus disciplinary process in the 2015/16 academic year, and include year-round messaging and targeted campaigns ahead of anticipated spike points. A key development this year has been to work collaboratively with the Students' Union, for example to pilot an initiative targeted at the "Top 10 Streets" for noise complaints.

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 576 cases; this decreased to at most 372 cases during 2015/16.

The TLSO requests data from Schools on the cases heard by them for inclusion in this report. The data⁹ collected from the Schools that responded are as detailed below; at the time of writing we are awaiting data from four Schools¹⁰. A full breakdown of School-by-School data will be presented to the Student Conduct and Discipline Committee (SCDC) in February 2017 and will also be shared with the Vice-Deans for additional review.

⁸ A mark of zero may or may not include associated loss of credit.

⁹ 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.

¹⁰ School of Medical Sciences, School of Mathematics, School of Chemical Engineering and Analytical Science, School of Earth, Atmospheric and Environmental Science.

Type of Misconduct

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Collusion		16	15	11	20	4	6	19	2	31	8
Exam misconduct		1	3	3	1		3	1		4	1
Non-academic misconduct			16	12	4	13	3			16	4
Plagiarism		142	178	150	170	87	49	184		320	86
Other		1			1		1			1	
Total		160	212	176	196	104	61	205	2	372	

Plagiarism remains the most common type of misconduct that Schools investigate. Cases of collusion have seen a reduction from 180 in 2014/15 to 31 in 2015/16. 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.

Outcome of School misconduct cases

Outcome	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Accusation withdrawn		1	4	4	1		2	3		5	1
Guilty		152	190	161	181	94	56	192		342	92
Not Guilty		4	15	8	11	9	2	6	2	19	5
Other e.g. ongoing at 1/10/2016, student withdrew.		3	3	3	3	1	1	4		6	2
Total		160	212	176	196	104	61	205	2	372	

Penalties imposed (more than one penalty may be imposed)

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Reprimand & Warning			11	45	41	15	24	17	15	56	14
Mark Reduction			34	37	35	36	20	11	40	71	18
Mark of Zero for Specific Piece of Work			105	132	103	134	60	38	139	237	59
Mark of Zero for Unit											
Other e.g. undertaking, alternative work			32	8	10	30	6	1	33	40	10
Total			182	222	189	215	110	67	227	404	

Appeals against Conduct and Discipline Decisions

Students may appeal decisions relating to conduct and discipline in accordance with Regulation XVII, paragraphs 32-38. 26 students submitted disciplinary appeals during 2015/16; this is an increase from 18 appeals during 2014/15.

Faculty (or equivalent) Appeals

Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
FSE		1	2	3			1	2		3
FLS										
HUM		1	4		5	2		3		5
BMH										
SDP		3	1	3	1			4		4
Total		5	7	6	6	2	1	9		12

USDP Appeals

Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
FSE	1		3	1	3		3	1		4
FLS			1		1		1			1
HUM	1		3	1	3	3	1			4
BMH										
Total	2		7	2	7	3	5	1		9

School Appeals¹¹

Total Number

School	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
AMBS		2		1	1			2		2
Law			1	1			1			1
SoSS		1	1	2				2		2
Total		3	2	4	1		1	4		5

Outcome of Appeal

Outcome of Faculty (or equivalent) Appeals

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
Original decision upheld			4	7	5	6	2	1	8	11
Original decision varied/rescinded			1		1			1		1
Total			5	7	6	6	2	1	9	12

Outcome of Appeal of USDP Appeals

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
Original decision upheld	2		4	2	4	2	3	1		6
Original decision varied/rescinded			3		3	1	2			3
Total	2		7	2	7	3	5	1		9

Outcome of School Appeals

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

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

1. The Faculty level case was upheld as a result of new information presented by the student and resulted in a referral back to the Faculty for reconsideration;
2. The School level case was resolved prior to the consideration of the student's appeal as the School decided to allow a reassessment opportunity which the student accepted;
3. All nine USDP appeals related to expulsion. Of the three upheld, the students presented new information which led to revised penalties being imposed from a combination of voluntary service, suspension and undertakings.

The TLSO has reported to the Student Conduct and Discipline Committee on feedback arising from appeals.

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.

¹¹ The data only refers to those Schools from which appeals were received.

Section 6: Commentary on Fitness to Practise¹²

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. The Faculty is currently undertaking a review of the Procedure for a Committee on Fitness to Practise (<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=23997>).

Number of Fitness to Practise Cases

School	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total 2015/16
School of Medical Sciences		13	5	8	4	9			13

Outcome of Cases¹³

Outcome	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total 2015/16	Total 2014/15
Fit to practise or continue		3	3			3			3	2
Not currently fit to practise or continue										3
Not fit to practise or continue										3
Pending		7	2	5	1	6			7	5
Withdrawn / not pursued		3		3	3				3	
Total		13	5	8	4	9			13	13

A variety of outcomes may result from a Fitness to Practise hearing ranging from warnings to expulsion. No students were found to be not fit to practise during 2015/16 compared with six during 2014/15.

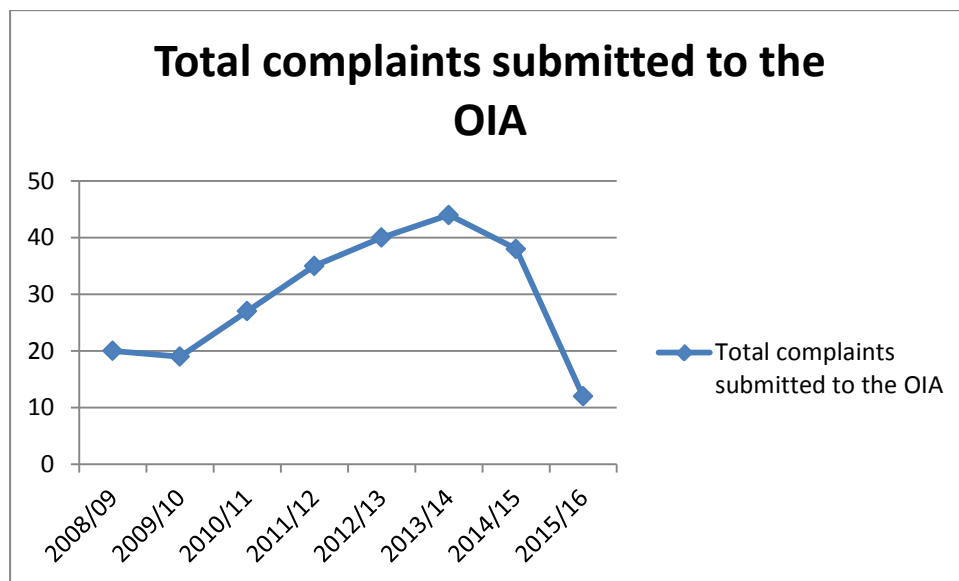
Two appeals were submitted to the Director of Teaching and Learning Support. Appeals can be made on grounds of disproportionate outcome, procedural irregularity and availability of new evidence. Of the two appeals only one was upheld on the basis of new evidence and resulted in a number of conditions such as undertaking a period of interruption, being assessed as fit to study prior to returning to study and being referred to a future Fitness to Practise Committee.

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. During 2015/16 three complaints were submitted to the OIA by students who have been excluded. The OIA has yet to reach a decision on these complaints.

¹² Cases dealt with under the Procedure for a Committee on Fitness to Practise

¹³ Of the five ongoing cases from 2014/15, three students were found to be fit to practise, one student not fit to practise and one case is pending.

**Section 7: Commentary on cases taken by students to the Office of the Independent Adjudicator (OIA)
(after Completion of Procedures¹⁴)**



2015/16 OIA Complaints¹⁵

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	2014/15
Total	2	4	6	4	8	3	3	4	2	12	38
Percentage	17	33	50	33	67	25	25	33	17		

Outcome

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2014/15
Ongoing (at 01/01/2017)	2		3	3	2	1	1	2	1	5	42	18
Justified												3
Partly Justified												8
Not justified		3	2		5	1	1	2	1	5	42	55
Not eligible												11
Withdrawn/settled		1	1	1	1	1	1			2	16	5
Total	2	4	6	4	8	3	3	4	2	12		

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 settled case, a student's academic appeal had previously been deemed out of time but, by way of settlement to the OIA complaint, the University allowed the student to submit their academic appeal through the full Academic Appeals Procedure as it had transpired that they had been misadvised about the availability of the Academic Appeals Procedure.

The largest proportion of complaint findings by the OIA is that they are Not Justified. Most notably during 2015/16, there has been a substantial decrease in the number of cases being submitted to the OIA. The exact reasons for the

¹⁴ 193 (including 103 Faculty) Completion of Procedures letters were issued by the University during 2015/16 academic year; 139 were issued during 2014/15.

¹⁵ Seven cases were reported as ongoing in the 2014/15 Annual Report. Of those six were found to be Not Justified, and one was found to be Partly Justified. The partly justified case resulted in part of the student's complaint being reconsidered by the University and £500 compensation being awarded.

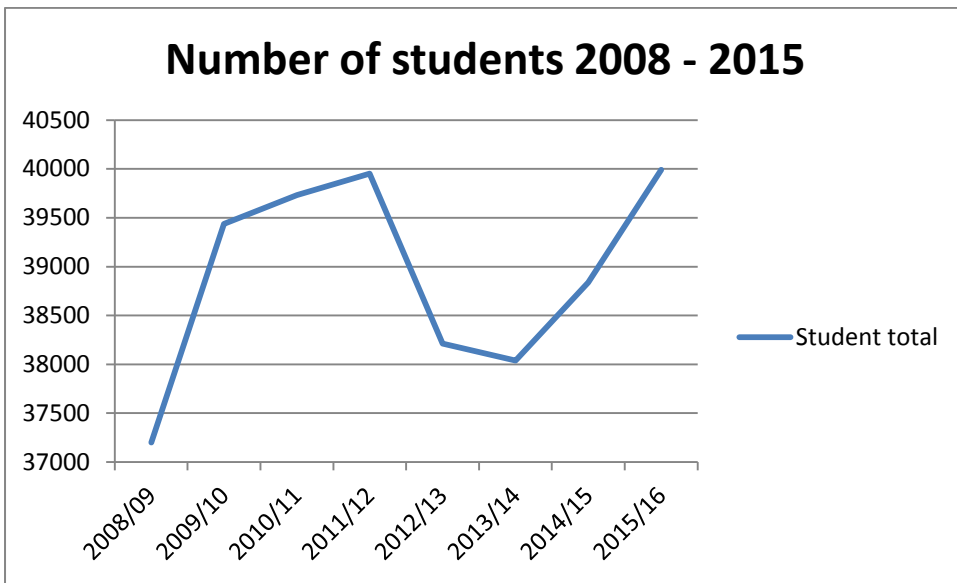
decrease are unclear but it is notable that it coincided with the extension of the OIA complaint timeframe from three to twelve months in 2015 and some students have chosen to take the full twelve months to submit complaints.

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/>.

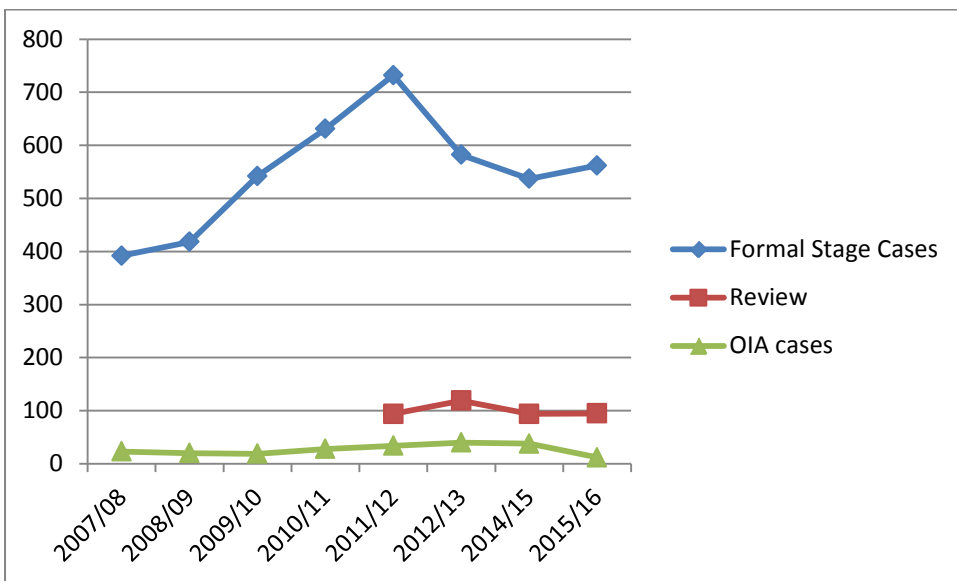
Profile of Student Population 2015-16

Total number of students 1/12/2015

	Grand Total	Home Students													
		UGRD		PGDT		PGDR		International (incl. EU)		White		Ethnic Minority		Ethnicity Not Known	
			%		%		%		%		%		%		%
Faculty of Eng and Phys Sci	11904	7995	67.2%	2266	19.0%	1643	13.8%	5867	49.3	4576	43.4	1447	13.7	14	0.1
Faculty of Life Sciences	2859	2342	81.9%	105	3.7%	412	14.4%	660	23.1	1628	62.2	566	21.6	5	0.2
Faculty of Humanities	16792	11425	68.0%	4319	25.7%	1048	6.2%	5855	34.9	8693	52.2	2219	13.3	25	0.1
Faculty of Med and Human Sci	8437	5774	68.4%	1935	22.9%	728	8.6%	1197	14.2	5033	60.0	2194	26.2	13	0.2
Grand Total	39992	27536	68.9%	8625	21.6%	3831	9.6%	13579	34.0	19930	52.2	6426	16.8	57	0.1



Number of cases recorded



Number of cases recorded as a percentage of the student population

