

The University of Manchester

Annual Report of Student Appeals, Student Complaints and Student Discipline Cases 2019-20¹

Section 1: Executive summary

The Annual Report details the number and nature of formal academic appeals, complaints, discipline and fitness to practise cases handled each academic year and is required under the Regulations for the relevant areas. The data reported below relate only to formal cases and do not include cases which are resolved informally.²

The overall number of cases across the different Regulations represents a small proportion of the total student population (1.44% in 2019-20).

In relation to academic appeals we continue to see a significant decrease in the number of formal stage cases from 409 in 2017-18 to 315 in 2018-19 and 262 in 2019-20. However the number of formal complaints received by Faculties saw an increase from 79 in 2018-19 to 113 in 2019-20.

The number of formal appeals received by the Faculty of Biology, Medicine and Health (BMH) continues to be higher than the other Faculties with 44% of all appeals being received in this Faculty. However it is pleasing to see a gradual fall over previous years from 59% to 51% and now 44%. The work undertaken by the Division of Teaching, Learning and Student Development (TLSD) to clarify the purpose of the 'informal stage' seems to be having an impact.

There has been a significant increase in the number of students submitting cases to the Office of the Independent Adjudicator (OIA): 104 cases in 2019-20 compared with 57 cases in 2018-19 and 48 in 2017-18. This was chiefly due to a large number of students (44) attempting to take complaints to the OIA regarding the impact of industrial action and/or COVID-19 without first completing the University's internal procedures. As in previous years, the OIA found the vast majority of complaints they received about the University of Manchester to be Not Justified. However four cases were found to be Justified.

Previously Senate recommended a case review of academic appeals and malpractice cases to help us understand some of the data in relation to BAME and international student data in this annual report. Professor Aneez Esmail, member of Senate, acted in an advisory capacity during the case review and report writing. The link for the full report can be found at: <http://documents.manchester.ac.uk/display.aspx?DocID=52761> The final report has made a number of recommendations which have been pulled together into an action plan, against which progress has already been made.

There are a substantial number of actions relating to consistency of systems and procedure, which will be achieved in full via the role of standard online procedures and forms for appeals, complaints and discipline as a result of SEP systems roll out. This will provide a more responsive, timely and consistent student experience, whilst enabling us to collect and analyse and respond to data more effectively. The report makes recommendations around the accessibility of mental health support for students, which has been substantially enhanced in Manchester with the opening of the Mental Health Hub. In reference to a recommendation on consistent monitoring of student engagement and attendance, the University is launching a new App, to support consistent engagement monitoring, which will support colleagues in identifying students in need of support at an earlier point, allowing us to intervene before they find themselves having to participate in the appeals or disciplinary procedures. Finally, the report makes recommendations for staff training for staff involved in discipline panels, the design of which is underway. Further commentary is included in Section 4 of this report.

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

¹ Presented to Senate in February 2021

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 2019-20

	Academic Appeals	Complaints ³	Conduct and Discipline ⁴	Fitness to Practise	Failed to complete University Procedures	Total
Formal Stage Cases	262	113	120	10	0	505
Review Stage Cases	39	13	33	2	0	87
OIA complaints	28	31	0	1	44	104
						696⁵

	Complaints	Conduct and Discipline	Total
Residences	57	313	370

The data is presented in further detail in the rest of this report, with percentages rounded to the nearest whole number.

In response to a suggestion from Senate in February 2020, the following table shows the Faculty specific data as a percentage breakdown of cases in relation to the total student population in each of the three Faculties. In all cases this relates to less than one percentage of the total student population in that area.

	Population	Formal complaints		Academic Appeals		Conduct & Discipline	
		Number	%	Number	%	Number	%
FSE	11973	23	0.19%	74	0.62%	29	0.24%
FHUMS	16969	57	0.34%	74	0.44%	45	0.27%
FBMH	11721	33	0.28%	114	0.97%	46	0.39%
Total	40663	113	0.28%	262	0.64%	120	0.30%

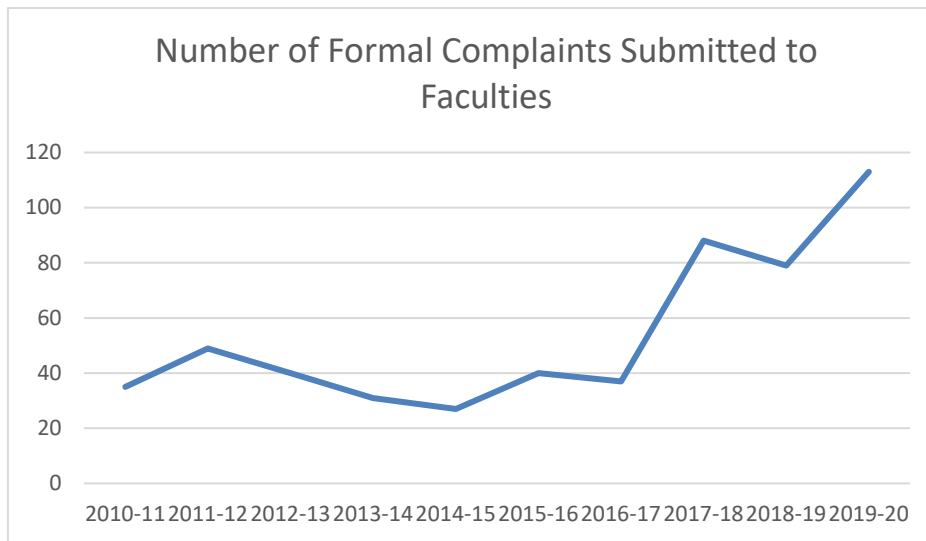
³ The 'Formal Stage' case figures for complaints include Regulation XVIII and Dignity at Work and Study Complaints submitted to Faculties, but not complaints made directly to Residential Services.

⁴ The 'Formal Stage' case figures for conduct and discipline include Regulation XVII cases dealt with by Faculties, the University Disciplinary Panel or the Exams Team, but not other areas of the University e.g. Residential Services.

⁵ In 2018-19 the number was 662 and in 2017-18 the total number of cases was 818

Section 3: Commentary on Student Complaints (Regulation XVIII)

Formal Complaints submitted to Faculties



Overall

Total 2019/20	113
Total 2018/19	79
Total 2017/18	88
Total 2016/17	37

Number of Complaints

Faculty	PGR	PGT	UG	CPD	F	M	White	BME	International	Total	%	% 18/19	% 17/18
FSE	6	2	15		8	15	13	5	5	23	20	32	19
FHUMS	1	23	32	1	40	17	46	2	9	57	51	30	59
FBMH	4	7	22		20	13	17	4	12	33	29	38	22
Total	11	32	69	1						113			

Type of Complaint

	PGR	PGT	UG	CPD	F	M	White	BME	International	Total	%	% 18/19	% 17/18
Academic provision/progress	0	7	22		19	10	15	2	12	29	25	4	15
Facilities/services	1	20	33	1	36	19	45	4	6	55	49	35	48
Harassment, discrimination, bullying	5	3	11		10	9	9	4	6	19	17	35	14
Supervision	2	1	0		2	1	3	0	0	3	3	9	5
Other	3	1	3		1	6	4	1	2	7	6	17	19
Total	11	32	69	1	68	45	76	11	26	113			

There was an increase in formal complaint numbers during the 2019-20 academic year due to Industrial Action and COVID-19.

Outcome of Complaint

Outcome	PGR	PGT	UG	CPD	F	M	White	BME	International	Total	%	% 18/19	% 17/18
Complaint upheld or partially upheld	3	3	11		13	4	13	1	3	17	16	19	12
Complaint dismissed	3	22	50	1	45	31	49	8	19	73	66	59	61
Ongoing at 1/10/2020	2	3	2		4	3	6	0	1	7	6	17	9
Withdrawn by student	1	3	3		4	3	6	0	1	7	6	0	5
Referred to another part of the University	1	1	2		2	2	2	1	1	4	4	5	5
Other	1	0	1		0	2	0	1	1	2	2	0	6
Total	11	32	69	1	68	45	76	11	26	113			

Resolution of Complaints

Resolution	PGR	PGT	UG	CPD	F	M	White	BME	International	Total	%	% 18/19	% 17/18
Apology/Explanation	1	0	16	0	8	9	4	2	11	17	15	20	55
Compensation / financial redress	2	1	1	0	0	4	2	1	1	4	4	7	0
Other	8	31	52	1	60	32	70	8	14	92	81	73	45
Total	11	32	69	1	68	45	76	11	26	113			

In 2019-20 academic year, four cases resulted in compensation at the Faculty stage, an increase from one case the previous year. The most common resolution was an apology or explanation in respect of the circumstances which led to the complaint.

Accommodation Complaints

Whilst many Regulation XVIII complaints are submitted via Faculties, complaints regarding accommodation are submitted directly to Residential Services. In 2019-20 complaints to Residential Services increased from 46 to 57.

Total 2019/20	57
Total 2018/19	46
Total 2017/18	53

The table below gives further details on the specific types of accommodation complaints received and their outcomes.

Type of Accommodation Complaint and Complaint Outcome

	Upheld	Partially Upheld	Dismissed	Total	% 2019/20	% 2018/19	% 2017/18
Financial Complaints	1	0	0	1	2	2	2
Maintenance Issues	2	7	9	18	31	24	26
Safety and Security	0	0	0	0	0	2	2
Fallowfield Development	0	0	1	1	2	0	8
Reception Service	0	0	0	0	0	4	4
ResLife Service	0	0	2	2	2	2	4
Infestation	0	2	3	5	9	16	9
Other Domestic Issues	1	0	1	2	4	11	23
Multiple/Other Issues	0	7	15	22	39	39	23
COVID-19	1	0	5	6	11	0	0
Total	5	16	36	57			

A total of £623 was paid as compensation in respect of accommodation complaints during the 2019-20 academic year.

Total 2019/20	£623
Total 2018/19	£1,272
Total 2017/18	£2,540

Review of Faculty (or equivalent) decision⁶

13 students (compared with 22 in 2018-19) requested a review of their complaints by the Director of Teaching, Learning and Student Development, in accordance with Regulation XVIII, Section E.

Outcome of Review

Outcome	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 2018/19	% 2017/18
Decision upheld fully	5	3	1	4	5	5	0	4	9	69	82	85
Decision altered	1	2	1	2	2	2	0	2	4	31	18	15
Total	6	5	2						13			

Total 2019/20	13
Total 2018/19	22
Total 2017/18	20

⁶ The review figures include reviews of all formal complaints, including those dealt with by Residential Services.

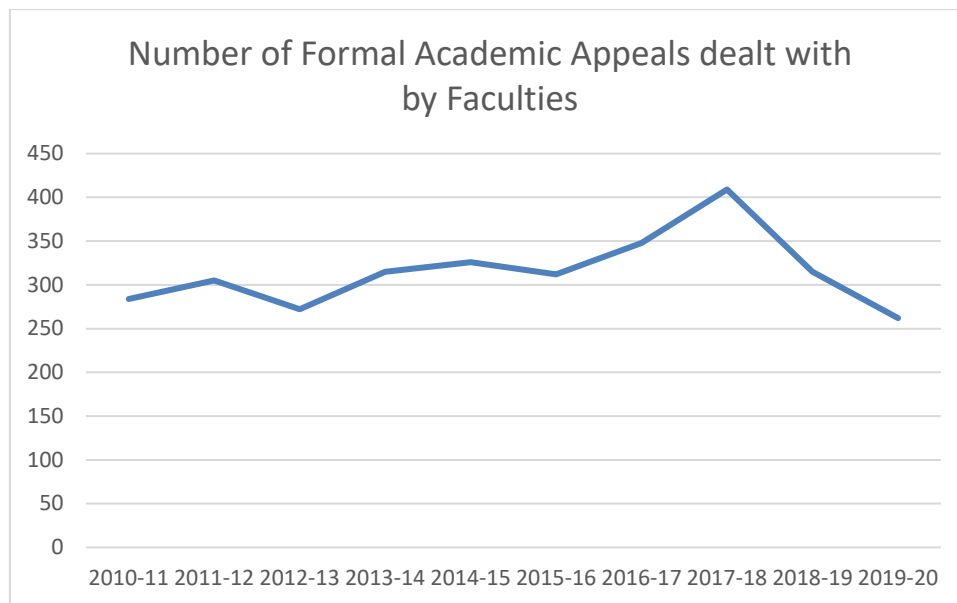
The four cases where decisions were altered resulted in the following outcomes:

- A fee waiver of £465
- The Library agreed to review how students' support plans were shared with appropriate library colleagues
- Development of a University student maternity/paternity policy for UG and PGT students
- Case was referred to a complaints panel for consideration

The Division of Teaching, Learning and Student Development also reviews complaints against the Students' Union which have been dealt with under the Students' Union Code of Practice. No review requests in relation to such complaints were received during the 2019-20 academic year.

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 2019/20	262
Total 2018/19	315
Total 2017/18	409
Total 2016/17	348

Total Number of Academic Appeals

Faculty	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
FSE	4	18	52	20	54	25	15	34	74	28	23	20
FHUMS	3	19	52	35	39	38	11	25	74	28	26	21
FBMH	5	22	87	74	40	42	45	27	114	44	51	59
Total	12	59	191	129	133	105	71	86	262			

As can be seen from the data above, there continues to be a steady decrease in the total number of formal academic appeals being received by Faculties, from 315 in 2018-19 to 262 in 2019-20. The number of formal appeals received by the Faculty of Biology, Medicine and Health (BMH) continues to be higher than the other Faculties with 44% of all appeals being received in this Faculty.

BME students make up 17.6% of the student population but constitute 27% of appellants whilst International students make up 39.5% of the student population but this year constituted 33% of appellants. This is a considerable change from the previous year where the proportion of International students appealing was higher than their % population by 8.4%.

We have previously reported on the difference in appeal outcomes between white and BME home students and International students. The position for 2019-20 shows a marked change. The following table shows the comparator data for 2018-19 and 2019-20.

% appeal upheld	2018-19	2019-20
White	51%	34%
BME	37%	41%
International	26%	38%

As mentioned in the Executive summary, the recommendations from the review undertaken in 2019-20 overseen by Professor Aneez Esmail will contribute to ensuring that the gap between the groups continues to decrease.

Decision Appealed Against

	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
Degree Classification/ Qualification Awarded	3	29	49	36	45	32	15	34	81	31	24	14
Exclusion due to academic failure	4	6	50	34	26	24	19	17	60	23	30	37
Exclusion due to work and attendance		1		1	0	0	1	0	1	<1	1	<1
Other decision of Board of Examiners/Progress Committee or not recorded	5	23	92	58	62	49	36	35	120	46	45	49
Total	12	59	191	129	133	105	71	86	262			

Appealing against a degree classification or the qualification awarded has overtaken exclusion due to academic failure as the most common single reason for appealing, although the composite category of 'other' contains the largest number of cases overall (this category includes appeals against individual assessment marks for example).

Grounds for Appeal

	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
Mitigating Circumstances	8	50	157	102	113	84	63	68	215	82	84	68
Procedural Irregularity	0	5	25	15	15	15	4	11	30	11	10	16
Bias	1	1	7	5	4	2	2	5	9	4	3	9
Poor Supervision	3	3	2	7	1	4	2	2	8	3	3	7
Total	12	59	191	129	133	105	71	86	262			

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

As in previous years, by far the most common ground of appeal was that 'there exists or existed circumstances affecting the student's performance of which, for a credible and compelling reason, the Examination Board or equivalent body may not have been made aware when the decision was taken and which might have had a material effect on the decision'.

Outcome of Appeal

	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
Dismissed - invalid grounds	1	7	31	21	18	12	15	12	39	15	18	28
Dismissed - no substance	1	21	57	34	46	34	13	33	80	30	32	27
Ongoing at 01/10/2020	2	5	26	9	24	18	8	7	33	13	9	7
Upheld/Upheld and referred back to School for review of decision	5	23	66	53	41	36	29	29	94	36	33	31
Withdrawn/Not Pursued	2	3	11	12	4	5	6	5	16	6	8	8
Total	12	59	191	129	133	105	71	86	262			

The number of appeals dismissed on the basis that they are invalid, as allowed for by paragraph 5 of Regulation XIX, decreased again in 2019-20 seeing a fall from 28% in 2017-18 to 15% in 2019-20. A formal appeal may be dismissed from the outset because it has not been made in time, because it is considered to be a challenge to academic judgement or because it does not meet a pre-condition for an appeal on a particular ground (for example, the Faculty may consider that an appeal made on the ground of mitigating circumstances should be rejected because the student has not offered a credible and compelling reason, with supporting documentation, explaining why they did not utilise the mitigating circumstances procedure prior to receiving their results).

85 out of the 94 upheld appeals (90%) were made on the ground of mitigating circumstances. An upheld appeal does not necessarily mean that the original decision was incorrect but more commonly means that late mitigating circumstances evidence has been provided which may have affected the Exam Board's decision if the evidence had been made available earlier.

Review of Faculty Decision

39 students requested a review of their academic appeal (Regulation XIX, paragraph 10) by the Director of Teaching, Learning and Student Development during the 2019-20 academic year.

Total 2019/20	39
Total 2018/19	31
Total 2017/18	41
Total 2016/17	42

Number of Faculty Appeals Reviewed

Faculty	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
BMH	0	1	4	1	4	3		2	5	13	23	26
FSE	3	5	16	6	18	9	4	11	24	62	29	28
HUM	2	3	5	7	3	3	5	2	10	25	45	42
Spurgeon's	0	0	0	0	0	0	0	0	0	0	0	5
Cliff College	0	0	0	0	0	0	0	0	0	0	3	0
Total	5	9	25	14	25	15	9	15	39			

Outcome of Review

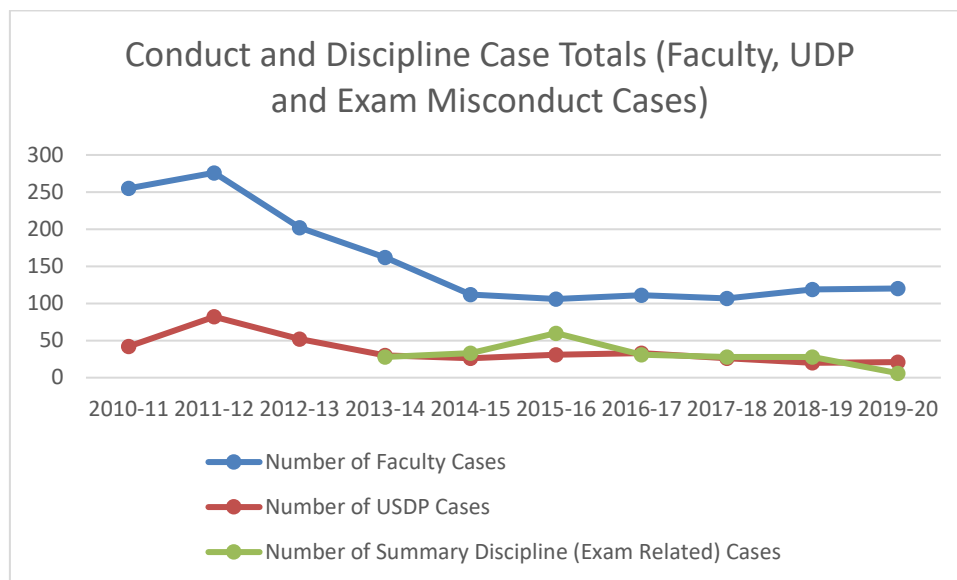
	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
Decision upheld fully	4	5	20	10	19	12	7	10	29	74	84	77
Decision altered	1	4	5	4	6	3	2	5	10	26	16	23
Total	5	9	25	14	25	15	9	15				

There was an increase in the number of cases that were taken to review stage in 2019-20 which resulted in the previous decision being altered in some way, compared to the previous academic year (26% compared to 16% in 2018-19). Most commonly, the alteration took the form of a recommendation that Schools were asked to reconsider the case. In three cases where the decision was upheld, Faculties were advised to make compensation payments to the students due to delays in the Faculty's handling of the appeals.

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)

Conduct and Discipline cases may relate to either academic malpractice or non-academic misconduct and are handled in a variety of different locations within the University depending on the nature of the offence, the seriousness of it, the student's previous history etc. Previous Senate Reports have focused primarily on cases handled by Faculties, the University Disciplinary Panel and those handled by a Summary Discipline Panel in relation to exam misconduct. For the purposes of comparison with previous years, figures for these types of cases are given first below, followed by cases handled by other areas of the University. The Student Conduct and Discipline Committee, chaired by the Vice-President for Teaching, Learning and Students, maintains an overview of training for panel chairs, diversity of panel members, and issues arising from cases.



Overall

	2019/20	2018/19	2017/18	2016/17
Faculties	120	119	107	111
University Disciplinary Panel (UDP)	21	20	26	33
Summary Disciplinary Panel (Exam Misconduct)	6	28	28	31
Total	147	167	161	175

Faculty Cases

Total Number

Faculty	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
FSE	2	7	30	7	32	13	7	9	29	24	36	36
HUMS	0	5	35	21	19	14	14	17	45	38	24	45
BMH	0	7	34	27	14	19	11	16	46	38	40	19
Total	2	19	99	55	65	46	32	42				

Type of Misconduct

	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
Collusion	0	3	15	7	11	8	5	5	18	15	13	13
Plagiarism	2	15	84	47	54	38	27	36	101	84	87	85
Fabrication/Falsification	0	1		1	0	0	0	1	1	1		2
Total	2	19	99	55	65	46	32	42	120			

In 2019-20 the number of Faculty cases rose by one and there is no evidence of an upward trend over time.

Plagiarism remains the largest proportion of cases dealt with at Faculty level. The split across the demographics has changed this year with White students being slightly the more likely demographic of students to be involved in instances of academic malpractice.

Outcome of Faculty Misconduct Cases

Outcome	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
Accusation withdrawn	0	0	1	1	1	0	0	2	2	1.5	2	3
Guilty	2	18	89	49	59	39	30	39	108	90	88	84
Not Guilty	0	1	7	3	5	5	2	1	8	7	6	4
Other e.g. ongoing at 1/10/2019, outcome not reported	0	0	2	2	0	2	0	0	2	1.5	4	9
Total	2	19	99	55	65	46	32	42	120			

Highest Penalty Imposed in Guilty Cases (more than one penalty can be imposed)

	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19
Reprimand & Warning	2	9	37	16	32	17	12	19	48	40	10
Mark Reduction	0	2	26	15	13	10	10	8	28	23	38
Mark of Zero for Specific Piece of Work or Unit	0	7	26	18	15	12	8	13	33	28	50
No reassessment or substitution	0	0	0	0	0	0	0	0	0	0	0
Penalty not reported	0	1	10	6	5	7	2	2	11	9	2
Total	2	19	99	55	65	46	32	42			

90% of students whose academic malpractice case was referred to a Faculty were found guilty, and most of these were either given a mark of zero for the specific piece of work or course unit in which the unfair practice occurred or a reprimand and warning.

University Disciplinary Panel Cases

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

Total Number

Faculty	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
FSE	4	2	1	1	6	2	0	5	7	33	10	23
FHUMS	1	4	6	5	6	2	7	2	11	53	60	69
FBMH	0	1	2	2	1	2	1	0	3	14	30	8
Total	5	7	9	8	13	6	8	7	21			

Type of Misconduct

Type of Misconduct	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
Academic malpractice	2	7	5	7	7	2	6	6	14	67	70	42
Non-academic misconduct (or both academic and non-academic)	3	0	4	1	6	4	2	1	7	33	30	58
Total	5	7	9	8	13	6	8	7	21			

Outcome of UDP cases

Outcome	PGR	PGT	UG	F	M	White	BME	International	Total	%	% 18/19	% 17/18
Guilty	4	3	7	6	7	4	5	4	13	62	100	77
Not guilty	1	1	1	0	3	1	0	2	3	14	0	23
Student withdrew	1	0	1	0	2	1	0	1	2	10	0	0
Ongoing	0	3	0	2	1	0	3	0	3	14	0	0
Total	5	7	9	8	13	6	8	7	21			

Where a student is found guilty by the UDP, penalties tend to be more severe than for cases dealt with at a lower level. Two students were expelled during 2019-20 following a UDP, another was excluded for 12 months and one was asked to undertake 40 hours of community service across the University.

Summary Discipline (Exam Misconduct) Cases

When a student is suspected of possessing unauthorised material in a centrally arranged University exam, these cases are usually dealt with by a Summary Disciplinary Panel organised by the Exams Team in the Division of Student Admissions and Administration.

	PGR	PGT	UG	F	M	White	BME	International	Total 18/19	Total 17/18	Total 16/17
Possession of unauthorised material	0	0	6	5	1	1	1	4	6	17	28

One of the six cases was dismissed. For the remaining five cases, the case against the students was confirmed with the most common penalty being a mark of zero for either the exam or the course unit as a whole. There was a significant reduction in the number of cases due to the movement of semester two examinations online as a consequence of COVID-19.

Discipline (Residential Services) Cases

This is the second year this dataset has been included in the Senate Report. The Division of Residential Services undertakes discipline cases in respect of misconduct in halls. Data for 2019-20 is detailed below.

	PGR	PGT	UG	F	M	White	BME	International	Total 19/20	%	% 18/19
Antisocial behaviour	0	0	64	31	33	43	9	12	64	20	14
Damage to premises	0	0	9	2	7	5	1	3	9	3	1
Drugs or use of banned substances	2	5	86	24	69	63	13	17	93	29	39
Physical/verbal aggression to staff or students	1	0	4	1	4	2	0	3	5	2	3
Prohibited items (pets, candle, incense, cooking, multiple occupancy)	0	0	8	6	2	5	2	1	8	3	4
Racist/offensive behaviour	0	0	0	0	0	0	0	0	0	0	1
Smoking/fire alarm activation/tampering	1	6	127	46	88	90	17	27	134	43	38
Total	4	11	298	110	203	208	42	63	313		

Total 2019/20	313
Total 2018/19	404

Of the 313 cases 20 students were found not to have breached the regulations following the disciplinary hearing compared with only two out of 404 in the previous year. Of those found to be in breach no students were expelled from their accommodation compared to two in the previous year.

Fines totalling £23,610 were issued during the academic year compared to £44,365.99 the previous year - £12,120 of which related to drug related offences.

School Cases

Except in severe cases, Schools tend to handle instances of first offence UG and PGT academic malpractice and may also handle some instances of non-academic misconduct. Plagiarism remains the most common type of misconduct that Schools investigate. The TLSD requests data from Schools on the cases heard by them for inclusion in this report. The data collected from Schools is detailed below.⁷ A comparison to last year is also included for the first time.

Type of Misconduct	Study Abroad/CPD/PGR	PGT	UG	F	M	White	BME	Int	Total	%	% 18/19
Collusion	0	21	31	24	28	9	12	31	52	12	9
Plagiarism	32	151	159	197	145	94	84	164	342	82	73
Non-specified academic misconduct	0	4	0	0	4	0	0	4	4	1	15
Non-academic misconduct	0	1	3	1	3	0	0	4	4	1	1
Other/not specified	0	5	10	10	5	6	3	6	15	4	2
Total	32	182	203	232	185	109	99	209	417		

Total 2019/20	417
Total 2018/19	421

Outcome of School misconduct cases

Outcome	Study Abroad/CPD/PGR	PGT	UG	F	M	White	BME	Int	Total	%	% 18/19
Guilty	25	153	178	204	152	96	90	170	356	85	86
Not Guilty	7	18	25	25	25	12	8	30	50	12	12
Other e.g. ongoing at 1/10/2020	0	11	0	3	8	1	1	9	11	3	2
Total	32	182	203	232	185	109	99	209	417		

⁷ It should be noted that only formal cases are included in these figures – where a student has received an informal warning or feedback without the need for the case to proceed to a full hearing, then this has not been captured.

Highest Penalty Imposed in Guilty Cases (more than one penalty may be imposed)

	Study Abroad/CPD/PG R	PGT	UG	F	M	White	BME	Int	Total	%	% 18/19
Reprimand & Warning	24	13	70	59	48	24	25	58	107	30	31
Mark Reduction	1	29	34	33	31	17	14	33	64	18	22
Mark of Zero for Specific Piece of Work or Unit	0	108	69	106	71	45	49	83	177	50	44
Requirement to undertake a piece of work connected to the offence	0	0	0	0	0	0	0	0	0	0	2
Suspension	0	1	0	1	0	0	0	1	1	<1	<1
Other/ Not recorded	0	2	5	5	2	4	2	1	7	2	1
Total	25	153	178	204	152	90	90	176	356		

Appeals against conduct and discipline decisions

Students may appeal decisions relating to conduct and discipline in accordance with Regulation XVII. 33 students submitted disciplinary appeals during 2019-20 compared to 22 students in 2018-19.

The person or body dealing with an appeal varies depending on where the original case was heard. The data below represents all disciplinary appeals dealt with during the 2019-20 academic year, irrespective of where the original case was heard.

Outcome of Disciplinary Appeals

	PGR	PGT	UG	F	M	White	BME	International	Total 19/20	% 19/20	Total 18/19	% 18/19	% 17/18
Original decision upheld	0	6	23	10	19	7	14	8	29	88	14	64	81
Original decision altered	0	1	3	3	1	2	1	1	4	12	8	36	19
Total	0	7	26	13	20	9	15	9			22		

Total 2019/20	33
Total 2018/19	22
Total 2017/18	32

Where the original decision was altered at appeal stage, three cases were referred back for reconsideration with one of those also being offered £250 in compensation. The other student had their penalty altered due to a procedural error.

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 Practise⁸

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 of time over which a Fitness to Practise case can run, and to reflect a clearer picture of outcomes, the data presented below is based on the number of Fitness to Practise Committee hearings that took place during the 2019-20 academic year.

Number of Fitness to Practise Cases

School (Division)	UG	PGT	F	M	White	BME	International	Total 19/20	Total 18/19	Total 17/18
Medical Sciences (Medical Education)	4	0	0	4	1	2	1	4	10	11
Medical Sciences (Dentistry)	2	0	1	1	0	1	1	2	0	0
Health Sciences (Nursing, Midwifery and Social Work)	3	0	2	1	2	1	0	3	8	1
Health Sciences (Pharmacy and Optometry)	1	0	0	1	0	1	0	1	0	2
Total	10	0	3	7	3	5	2	10	18	14

Total 2019/20	10
Total 2018/19	18
Total 2017/18	14
Total 2016/17	10

A variety of outcomes may result from a Fitness to Practise hearing, ranging from the case being dismissed to expulsion.

Outcome of Cases

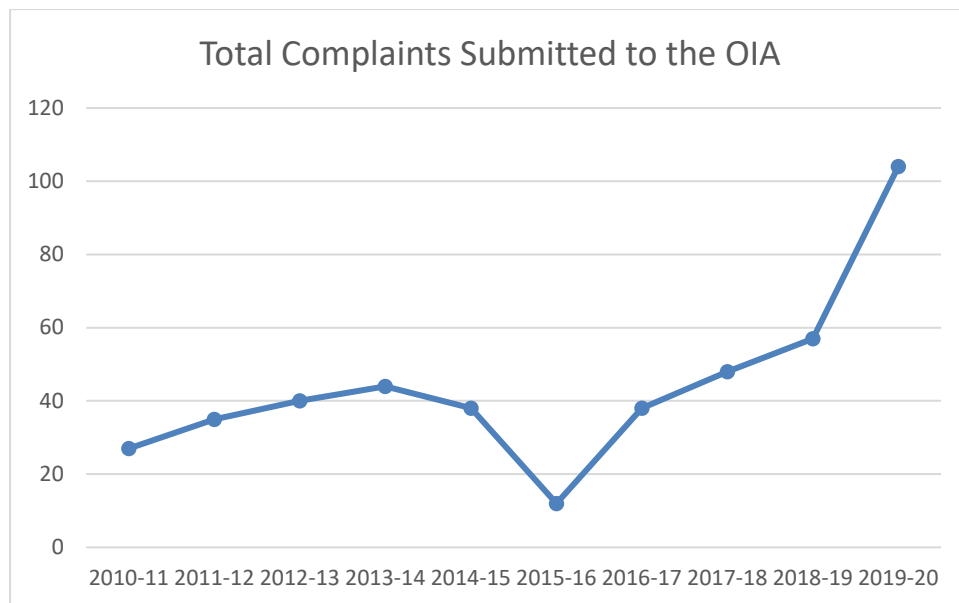
Outcome	UG	PGT	F	M	White	BME	International	Total 19/20	Total 18/19	Total 17/18
Case dismissed	2	0	0	2	0	1	1	2	1	1
Continue with advice and guidance	1	0	0	1	0	1	0	1	6	5
Continue under close supervision	2	0	1	1	1	1	0	2	0	2
Expulsion	0	0	0	0	0	0	0	0	4	3
Undertake further study e.g. repeat/bespoke year	4	0	1	3	1	2	1	4	0	4
Interim findings/referred to further meeting	0	0	0	0	0	0	0	0	3	0
Suspended but allowed to continue at a later date	0	0	0	0	0	0	0	0	4	0
Student Withdrew	4	0	1	0	1	0	0	1	0	0
Total	10	0	3	7	3	5	2	10	18	14

Appeals against a decision of a Fitness to Practise Committee can be made on the grounds of disproportionate outcome, procedural irregularity and/or the availability of new evidence. During the 2019-20 academic year, two appeals were submitted to the Division of Teaching, Learning and Student Development. In both cases the original decision of the Fitness to Practise panel was upheld at review.

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.

⁸ 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)



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

The number of complaints made by students to the OIA continues to rise almost doubling from 57 in 2018-19 to 104 in 2019-20. However, 44 of these were students attempting to take a complaint to the OIA about industrial action and/or COVID-19 before completing the University's internal procedures. The anomaly seen during the 2015-16 academic year can be attributed to the OIA changing its timeframe for complaint submission from 3 months to 12 months.

2019-20 OIA Complaints

	PGR	PGT	UG	F	M	White	BME	International	Total	2018/19	2017/18
Total	8	25	71	62	42	58	17	29	104	57	48
%	8	24	68	60	40	56	16	28			

Outcome

	PGR	PGT	UG	F	M	White	BME	Int	Total	%	% 17/18	% 16/17	% 16/17
Justified	1	1	2	2	2	2	0	2	4	4	0	0	0
Partly Justified	2	0	0	0	3	1	0	1	2	2	7	4	5
Not Justified	1	11	12	9	15	4	5	15	24	24	40	54	71
Not Eligible	1	6	14	16	5	15	1	5	21	20	25	15	8
Withdrawn/settled	0	3	17	15	5	14	4	2	20	19	18	13	11
Ongoing as at 01/10/2020	3	2	8	6	7	8	5	0	13	12	10	15	5
Closed/terminated	0	2	18	14	6	14	2	4	20	19	0	0	0
Total	8	25	71	62	43	58	17	29	104				

Four of the cases submitted to the OIA during the 2019-20 academic year were found to be Justified, with a further two cases found to be Partly Justified.

In the Justified cases the OIA made the following recommendations:

- Offer £5000 compensation in view of the student's personal circumstances and the University's handling of the complaint

- Student to be offered the choice of two options - a review of the Faculty complaint or £2000 compensation for distress caused
- Provide an apology and £250 compensation for distress and inconvenience
- Offer to refer the case back to the examination board and £500 for distress and inconvenience.

In the Partly Justified cases the OIA made the following recommendations:

- Offer £250 compensation for distress and inconvenience caused by the delay in processing the appeal
- Apologise and offer £1500 compensation for failings identified in the OIA outcome – this case was a partner institution with £1000 of the compensation being paid by the college

The University agreed to settle two cases and made the following offers to students as a result:

- £250 compensation for the distress and inconvenience caused during the appeal process
- £750 compensation – (£500 for not considering semester one units affected by strike action and £250 for the impact of the strikes on the student)

Profile of Student Population

2019-20

Total number of students 1/12/2019

	Grand Total	UGRD		PGDT		PGDR		International (incl. EU)		Home Students		Ethnicity Not Known			
			%		%		%		%	White	Ethnic Minority		%		
Faculty of Science and Engineering	11721	7760	66.0	2777	23.7	1214	10.4	2265	19.3	5955	50.8	3487	29.8	14	0.1
Faculty of Humanities	16969	10653	62.8	5432	32.0	884	5.2	7134	42.0	7715	45.5	2106	12.4	14	0.1
Faculty of Biology, Medicine and Health	11943	8042	67.2	2070	17.3	1861	15.5	6681	55.8	3699	30.9	1579	13.2	14	0.1
Grand Total	40663	26425	66.0	10279	25.3	3959	9.7	16080	39.5	17369	42.7	7172	17.6	42	0.1

