

# University of Manchester

## Annual report of student academic appeals, student complaints, and student conduct and discipline cases 2021-22<sup>1</sup>

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<sup>1</sup> Presented to Senate in February 2023

## Section 1: Executive summary

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

### The past year

The overall number of cases across the different Regulations remains a relatively small proportion of the total student population.

	Cases	Pop	% of total student population
2020/21	2,514	44,364	5.67%
2021/22	2,487	46,108	5.39%

### Covid-19 and Industrial Action

- The academic year 2020-21 was an extraordinary year due to COVID-19 and Industrial Action, which resulted in a number of challenges for the whole sector.
- This was reflected in an increase in formal complaints, academic appeals, and conduct and discipline cases (particularly non-academic misconduct in halls of residences, and cases of collusion as exams were conducted remotely).
- During 2021-22, Covid-related complaints have decreased dramatically, as has the number of discipline cases in halls of residences (though this is still significantly higher than the 'pre-Covid' totals).

### Formal complaints

- 26% of all Faculty-level complaints were Dignity at Work and Study complaints (i.e. bullying/harassment).
- Other complaints are predominantly related to facilities/services or academic provision/progress.
- Complaints regarding accommodation are submitted directly to Residential Services. In 2021-22 complaints to Residential Services increased from 54 to 70.

### Academic Misconduct

- There remains a high case load at school level relating to academic misconduct, with a high proportion of cases involving Chinese and Asian or Asian British students. In instances where action is taken in respect of academic misconduct 33% were Chinese and 24% Asian or Asian British – this compares to the % ethnicity across the University of 22.86% Chinese and 12.71% Asian or Asian British. White students made up 45.97% of the University population but only 21% of the academic misconduct cases.
- Whilst plagiarism remains the largest proportion of misconduct cases dealt with at Faculty level, it is notable that collusion cases heard at Faculty level within the Faculty of Science and Engineering constituted 29% of all cases for the year across the whole University.
- Chinese students constituted 26% of all collusion cases, and 36% of all Faculty misconduct cases heard across the University (primarily academic misconduct).

## Academic Appeals

- The number of formal academic appeals has risen steadily since 2019-20, from 262 to 383 to 462. In 2021-22 students primarily appealed against 'other decision of the Board of Examiners' (46%), exclusions due to academic failure (31%), and the degree classification awarded (22%).
- FBMH received 44% of all appeals, HUMS 30%, and FSE 22%.
- As in previous years, by far the most common ground of appeal was late mitigating circumstances.
- Of 31% of appeals upheld across the University, 20% of these were upheld in FBMH.
- 49% of all formal appellants were White, 14% Asian or Asian British, and 9% Chinese students. The university ethnic population is 45.97% white, 12.71% Asian or Asian British and 22.86% Chinese students. The ethnic percentage of students appeals matches generally the university population breakdown.

## Review requests handled by Teaching and Learning Delivery (TLD) in 2021-22

- 17% of complaint review requests were upheld or partially upheld.
- 23% of academic appeal review requests were upheld or partially upheld.
- 17% of disciplinary outcome appeal requests were upheld or partially upheld.

## Complaints reviewed by the Office of the Independent Adjudicator (OIA) in 2021-22

- The number of complaints considered by the OIA rose from 38 in 2020-21 to 51 in 2021-22
- 51% of the complaints were from the Faculty of Humanities
- Only 1 of the cases was found to be justified by the OIA relating to a student from the School of Biological Sciences who complained about the handling of their academic appeal. The University paid £6k to the student in compensation.

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

## Updates and future priorities

In 2020-21, Regulation XIX (Academic Appeals) underwent a full review, with a view to using more accessible English, improve process flows, align with deliverables from the Student Experience Programme, and promote consistency across the University.

- The review engaged colleagues across the organisation.
- Unfortunately, the technology developments required to underpin key changes to the Regulation was delayed resulting in the implementation of the revised Regulation now being September 2023.
- This however does allow more time to introduce the changes to colleagues and provide training/guidance, as well as communicate the changes to students in good time.

In 2022/23 a similar review will be undertaken of Regulation XVIII (Student Complaints).

- This will be carried out alongside a full review of the Dignity at Work and Study (DaWS) 'suite' of policies/procedures.

- A working group has been established to carry out this review, including colleagues from Campus Life and Teaching and Learning Delivery (TLD), as well as EDI and P&OD.
- It is expected that Regulation XVIII will be limited to 'service' complaints, and that the revised DaWS framework will focus on 'people' complaints.
- It is planned that the revised Regulation and framework will be implemented in September 2023.

In 2022, the University's Appeals, Complaints, Conduct, and Discipline Network (ACCD) was opened up to any and all colleagues with an involvement or interest in these areas.

- The network is now co-run by TLD and Campus Life.
- To date 98 colleagues have joined the expanded network.
- A Teams 'hub' serves as a place for collaboration and networking, allowing colleagues to seek peer-support and ask questions. It is also a valuable channel for engagement and consultation.
- ACCD open meetings will be held in 2023.
- An on-campus ACCD Conference will be held in July 2023; this will be an opportunity to introduce upcoming changes, engage with colleagues, etc.

When colleagues signed up for the network, they were asked to rank the **importance** of certain priorities in the area of ACCD and clearly indicated that they are keen to have training materials and digital resources/toolkits for case-handling, and to be engaged with the Teaching and Learning Delivery Team. Co-creation with students is also an important priority.

#### A note on data

Clean and consistent data is a priority for 2022-23 and beyond; the collation of this report demonstrated how fragmented and inconsistent the University's ACCD data currently is. Over 20 Excel spreadsheets were used in the creation of this report, and much of the data was in need of consolidating or 'cleaning' up/correcting. It would also be useful to log additional data around, for example, DASS-registered students, appeals citing mental health, and more. This will enable us to investigate or act on trends, produce reports more often than annually if needed, respond to FOI requests in a more agile way, etc.

## Section 2: Summary of all cases considered in 2021-22

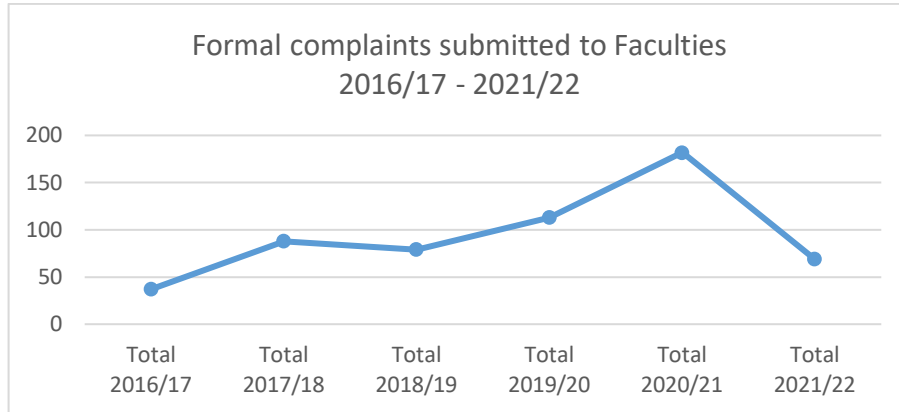
	Formal includes Faculty and Accom complaints						Formal includes School, Faculty, Accom, and Campus Life					
	Academic appeals			Complaints			Conduct & Discipline			Fitness to Practise		
	2020/21	2021/22	% - / +	2020/21	2021/22	% - / +	2020/21	2021/22	% - / +	2020/21	2021/22	% - / +
<b>Formal</b>	383	462	21%	182	69	-62%	2,871	1,722	-40%	13	16	23%
<b>Review</b>	31	27	-13%	16	12	-25%	84	70	-17%	1	4	300%
<b>OIA</b>	22	13	-41%	20	19	-5%	6	7	17%	0	0	
<b>Total</b>	<b>436</b>	<b>502</b>		<b>218</b>	<b>100</b>		<b>2,961</b>	<b>1,799</b>		<b>14</b>	<b>20</b>	

	Pop.	Academic Appeals		Formal complaints		Conduct & Discipline		2021/22 Total	2020/21 <sup>2</sup> Total	% +/-
		No.	%	No.	%	No.	%			
HUMS	20,131	139	0.69%	32	0.16%	837	4%	1008	246	310%
FBMH	12,994	205	1.58%	21	0.16%	394	3%	620	289	115%
FSE	12,983	100	0.77%	16	0.12%	491	3%	562	470	20%

<sup>2</sup> Complaints figures for 2020-21 do not include complaints made directly to Residential Services, and C&D figures for 2020-21 only include Faculties, UDP, and the Exams Team.

## Section 3: Student Complaints (Regulation XVIII)

### Formal complaints submitted to Faculties.



Total 2021/22	69
Total 2020/21	182
Total 2019/20	113
Total 2018/19	79

### Summary of Faculty complaints

Faculty	Level of study			Gender		Fee status			21/22 Total	%	20/21 Total	%
	UG	PGT	PGR	F	M	UK	EU	OS				
HUMS	20	10	2	17	15	20	5	7	32	46	111	61
FBMH <sup>3</sup>	8	10	2	15	6	16	1	4	21	30	33	18
FSE	11	4	1	4	12	10	2	4	16	23	38	21
<b>Total</b>	<b>39</b>	<b>24</b>	<b>5</b>	<b>36</b>	<b>33</b>	<b>46</b>	<b>8</b>	<b>15</b>	<b>69</b>		<b>182</b>	

### Type of Faculty complaint

Type	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Dignity at Work and Study	11	3	4	9	9	15		3	18 (26%)	26 (14%)	17%
Facilities/Services	11	2	1	8	6	8	2	4	14 (20%)	16 (9%)	49%
Academic provision/progress	7	7		7	7	8	3	3	14 (20%)	37 (20%)	25%
<i>Unspecified type</i>	6	6		6	6	7	2	3	12 (17%)	32 (18%)	6%
Supervision	1	5		5	1	4	1	1	6 (9%)	4 (2%)	3%
Covid <sup>4</sup>	2	1		1	3	3		1	4 (6%)	56 (31%)	
Covid and/or Industrial Action	1			1		1			1 (1%)	11 (6%)	
<b>Grand Total</b>	<b>39</b>	<b>24</b>	<b>5</b>	<b>37</b>	<b>32</b>	<b>46</b>	<b>8</b>	<b>15</b>	<b>69</b>	<b>182</b>	

<sup>3</sup> Also includes 1 student with level of study not indicated on Campus Solutions.

<sup>4</sup> Also includes one complainant with level of study not indicated on Campus Solutions.

## Faculty complaint outcomes:

Outcome	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Upheld	8	2		6	4	9		1	10 (14%)	22 (12%)	16%
Dismissed <sup>5</sup>	18	12	2	17	16	20	5	8	33 (48%)	121 (66%)	66%
Ongoing	4	1	1	5	1	4		2	6 (9%)	25 (14%)	6%
Withdrawn	3	3		3	3	3	1	2	6 (9%)	6 (3%)	6%
Referred	2	4	1	2	5	3	2	2	7 (10%)	8 (4%)	4%
<i>Other/not specified</i>	4	2	1	3	4	7			7 (10%)		2%
	<b>39</b>	<b>24</b>	<b>5</b>	<b>36</b>	<b>33</b>	<b>46</b>	<b>8</b>	<b>15</b>	<b>69</b>	<b>182</b>	

Of the 10 complaints that were upheld:

- 4 resulted in an apology given (one of which included a £500 compensation payment)
- 1 was referred to a disciplinary panel
- 1 was referred to the University's Intellectual Property procedures
- 1 was offered a £250 compensation payment
- 3 did not specify an outcome

In 2021-22 only 2 cases resulted in compensation at the Faculty stage compared to 10 cases in 2020-21 and 4 in 2019-20.

## Faculty complaints by fee status, ethnicity, and gender of complainant

	UK		OS		EU		Grand Total	University Population
	F	M	F	M	M	F		% Ethnicity
White	19	8	2		3	2	34 (49%)	45.97%
Asian or Asian British	2	6	1	1			10 (14%)	12.71%
Chinese	1	2	3	3			9 (13%)	22.86%
Other Ethnic Background		2	1	2			5 (7%)	2.62%
Black or Black British	2	1					3 (4%)	3.72%
Arab			1		2		3 (4%)	3.69%
Other Asian Background	1		1				2 (3%)	4.64%
Mixed - White and Asian		1					1 (1%)	2.01%
Mixed - White and Black		1					1 (1%)	1.27%
<i>Information Refused</i>					1		1 (1%)	0.19%
<b>Grand Total</b>	<b>25</b>	<b>21</b>	<b>9</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>69</b>	
	<b>46 (67%)</b>		<b>15 (22%)</b>		<b>8 (12%)</b>			

## Accommodation complaints.

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

<b>Total 2021/22</b>	<b>70</b>
Total 2020/21	54
Total 2019/20	57
Total 2018/19	46

<sup>5</sup> Also includes 1 student with level of study not indicated on Campus Solutions.

## Summary of accommodation complaints

Type	Upheld	Partially Upheld	Dismissed	21/22 Total	20/21 Total	19/20 %
Financial		1		1 (1%)	1 (2%)	2%
Maintenance	8	3	24	35 (50%)	33 (61%)	31%
Safety/security			2	2 (3%)		
Fallowfield development						2%
Reception service						
ResLife service			2	2 (3%)		2%
Infestation			4	4 (6%)	5 (9%)	9%
Other domestic					9 (17%)	4%
Multiple/other	4	1	21	26 (37%)	5 (9%)	39%
Covid-19					4 (7%)	11%
<b>Grand Total</b>	<b>12</b>	<b>5</b>	<b>53</b>	<b>70</b>	<b>54</b>	

## Financial compensation

<b>Total 2021/22</b>	<b>£10,958</b>
Total 2020/21	£678
Total 2019/20	£623
Total 2018/19	£1,272

The total amount of compensation awarded in 2021-22 was £10,958, a significant increase on previous years; this is due to two cases:

- £6,510 awarded – Estates and Facilities were slow to attend to a leak in the ceiling despite reports from residents, which resulted in the ceiling collapsing. Nine residents were awarded 6 weeks' rent each.
- £1,224 awarded – for a complaint escalated to Stage 2 in which a senior manager within Residences decided to offer a higher amount of compensation.

## Review of Faculty (or equivalent) complaint outcomes by TLD.

### Summary of complaint outcome review requests

12 students (compared with 16 in 2020-21) requested a review of their complaints by the Director of Student and Academic Services. Two cases were partially upheld; in one case £1,000 was offered and feedback was given to FBMH about procedure, in the other case an additional £500 compensation was offered.

Outcome	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Request fully or partly upheld	2			1	1	2			2 (17%)	3 (19%)	31%
Request dismissed	4	2	1	2	5	3	1	3	7 (58%)	13 (81%)	69%
Out of time	1	1	1	2	1	3			3 (25%)		
<b>Grand total</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>1</b>	<b>3</b>	<b>12</b>	<b>16</b>	



2021/22	12
2020/21	16
2019/20	13
2018/19	22

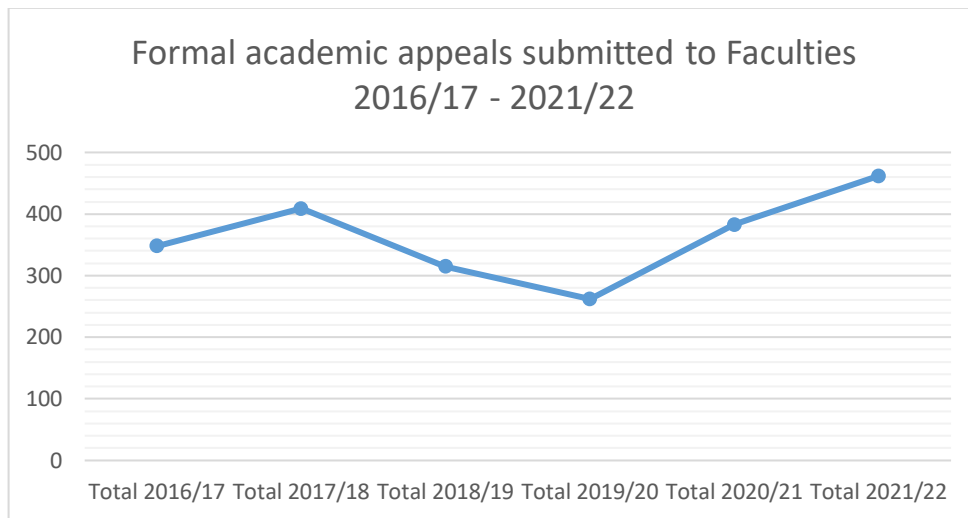
Complaint outcome review requests by fee status, ethnicity, and gender of complainant.

Ethnicity	UK		EU		OS		Grand Total
	F	M	F	M	F	M	
White	5	2		1			8
Chinese						2	2
Black or Black British		1					1
Other Mixed Background						1	1
<b>Grand Total</b>	<b>5</b>	<b>3</b>		<b>1</b>		<b>3</b>	<b>12</b>

The two students whose cases were upheld were 'Black or Black British' and 'White British'.

## Section 4: Formal Academic Appeals to Faculty (Regulation XIX)

Formal academic appeals submitted to Faculties.



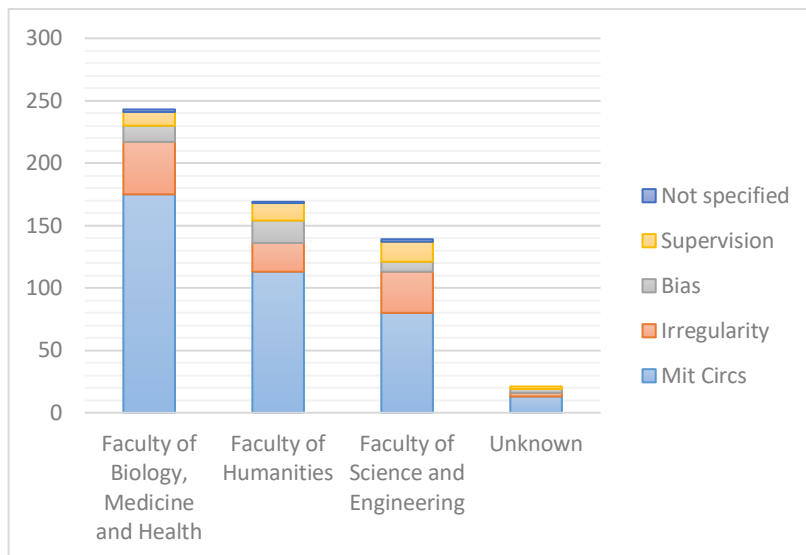
Total 2021/22	462
Total 2020/21	383
Total 2019/20	262
Total 2018/19	315

### Summary of formal academic appeals

Faculty	Level of study				Gender		Fee status				21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	Unknown	F	M	UK	EU	OS	Unknown <sup>6</sup>			
FBMH	177	30	2		130	79	153	10	46		209 (45%)	126 (33%)	44%
HUMS	96	39	4		70	69	49	9	81		139 (30%)	111 (29%)	28%
FSE	75	15	10		37	63	36	9	55		100 (22%)	146 (38%)	28%
Unknown				14	2	12				14	14 (3%)		
<b>Grand Total</b>	<b>348</b>	<b>84</b>	<b>16</b>	<b>14</b>	<b>239</b>	<b>223</b>	<b>238</b>	<b>28</b>	<b>182</b>	<b>14</b>	<b>462</b>	<b>383</b>	

<sup>6</sup> Campus Solutions returns data integrity errors for these students.

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



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

## Decision appealed against

Decision	Level of study				Gender		Fee status				21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	Unknown	F	M	UK	EU	OS	Unknown			
Other decision of Board of Examiners/Progress Committee or not recorded.	158	41	9	5	102	111	93	21	94	5	213 (46%)	252 (66%)	46%
Exclusion due to academic failure	114	23	5	3	85	60	75	6	61	3	145 (31%)	54 (14%)	23%
Degree Classification/Qualification Awarded	73	19	2	6	50	50	67	1	26	6	100 (22%)	74 (19%)	31%
Exclusion due to work and attendance	3	1			2	2	3		1		4 (1%)	4 (1%)	0%
<b>Grand Total</b>	<b>348</b>	<b>84</b>	<b>16</b>	<b>14</b>	<b>239</b>	<b>223</b>	<b>238</b>	<b>28</b>	<b>182</b>	<b>14</b>	<b>462</b>	<b>383</b>	

## Appeal outcomes

Outcome	Level of study				Gender		Fee status				21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	Unknown	F	M	UK	EU	OS	Unknown			
Appeal upheld	113	23	1	5	89	53	92	4	41	5	142 (31%)	137 (36%)	36%
Dismissed – no substance	87	24	7	6	52	72	61	10	47	6	124 (27%)	101 (26%)	30%
Dismissed - invalid grounds	90	19	1	3	61	52	58	6	46	3	113 (24%)	66 (17%)	15%
Withdrawn/not pursued	29	10	1		18	22	14	3	23		40 (9%)	29 (8%)	6%
Other/not specified	16	3	5		8	16	7	3	14		24 (5%)		
Ongoing	13	5	1		11	8	6	2	11		19 (4%)	50 (13%)	13%
<b>Grand total</b>	<b>348</b>	<b>84</b>	<b>16</b>	<b>14</b>	<b>239</b>	<b>223</b>	<b>238</b>	<b>28</b>	<b>182</b>	<b>14</b>	<b>462</b>	<b>383</b>	

The number of appeals dismissed on the basis that they are invalid, as allowed for by paragraph 5 of Regulation XIX, saw an increase in 2021-22 to 24%. A formal appeal may be dismissed from the outset because it has not been made in time, because it is considered to be a challenge to academic judgement or because it does not meet a pre-condition for an appeal on a particular ground (for example, the Faculty may consider that an appeal made on the ground of mitigating circumstances should be rejected because the student has not offered a credible and compelling reason, with supporting documentation, explaining why they did not utilise the mitigating circumstances procedure prior to receiving their results).

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

Ethnicity	UK		OS		EU		Unknown		Grand Total	University Population
	F	M	F	M	M	F	M	F		% Ethnicity
White	56	49	4	3	12	7			131 (28%)	45.97%
Chinese	4	2	57	41	1				105 (23%)	22.86%
Asian or Asian British	37	25	12	12		2			88 (19%)	12.71%
Black or Black British	17	11	3	3	1	1			36 (8%)	3.72%
Arab	1	5	13	16					35 (8%)	3.69%
Other Asian Background	3	8	5	9					25 (5%)	4.64%
Unknown							12	2	14 (3%)	0.16%
Mixed - White and Asian	4	4			1				9 (2%)	2.01%
Other Mixed Background	2	2				2			6 (1%)	0.03%
Other Ethnic Background	2	2	1		1				6 (1%)	2.62%
Other Black Background	1		1	2					4 (1%)	0.32%
Mixed - White and Black	2	1							3 (1%)	1.27%
<b>Total</b>	<b>129</b>	<b>109</b>	<b>96</b>	<b>86</b>	<b>16</b>	<b>12</b>	<b>12</b>	<b>2</b>		
<b>GRAND TOTAL</b>	<b>238 (52%)</b>		<b>182 (39%)</b>		<b>28 (6%)</b>		<b>14 (3%)</b>		<b>462</b>	

### Review of Faculty appeal outcomes by TLD.

#### Summary of all formal appeal review requests

27 students (compared with 31 in 2020-21) requested a review of their academic appeal by the Director of Student and Academic Services.

Faculty	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
FSE	10	2	1	5	8	8	1	4	13 (48%)	15 (48%)	62%
HUMS	4	3	2	3	6	6		3	9 (33%)	13 (42%)	25%
FBMH	5			1	4	3		2	5 (7%)	3 (10%)	13%
<b>Grand Total</b>	<b>19</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>18</b>	<b>17</b>	<b>1</b>	<b>9</b>	<b>27</b>	<b>31</b>	

2021/22	27
2020/21	31
2019/20	39
2018/19	31

## Outcome of review

Decision	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Request dismissed	12	4	2	7	11	10	1	7	18 (67%)	27 (87%)	
Request fully upheld	4		1		5	3		2	5 (19%)	4 (13%)	26%
Out of time	2			2		3			2 (7%)		
Referred to panel	1				1	1			1 (4%)		
Partly upheld		1			1	1			1 (4%)		
<b>Grand Total</b>	<b>19</b>	<b>5</b>	<b>3</b>	<b>9</b>	<b>18</b>	<b>17</b>	<b>1</b>	<b>9</b>	<b>27</b>	<b>31</b>	

## Formal appeal review requests by fee status, ethnicity, and gender of appellant

Ethnicity	UK		EU		OS		Grand Total
	F	M	F	M	F	M	
White	4	5	1				10
Asian or Asian British	2	3				1	6
Chinese		1			2	2	5
Arab						3	3
Other Asian Background		1				1	2
Other Mixed Background		1					1
<b>Grand Total</b>	<b>6</b>	<b>11</b>	<b>1</b>		<b>2</b>	<b>7</b>	<b>27</b>

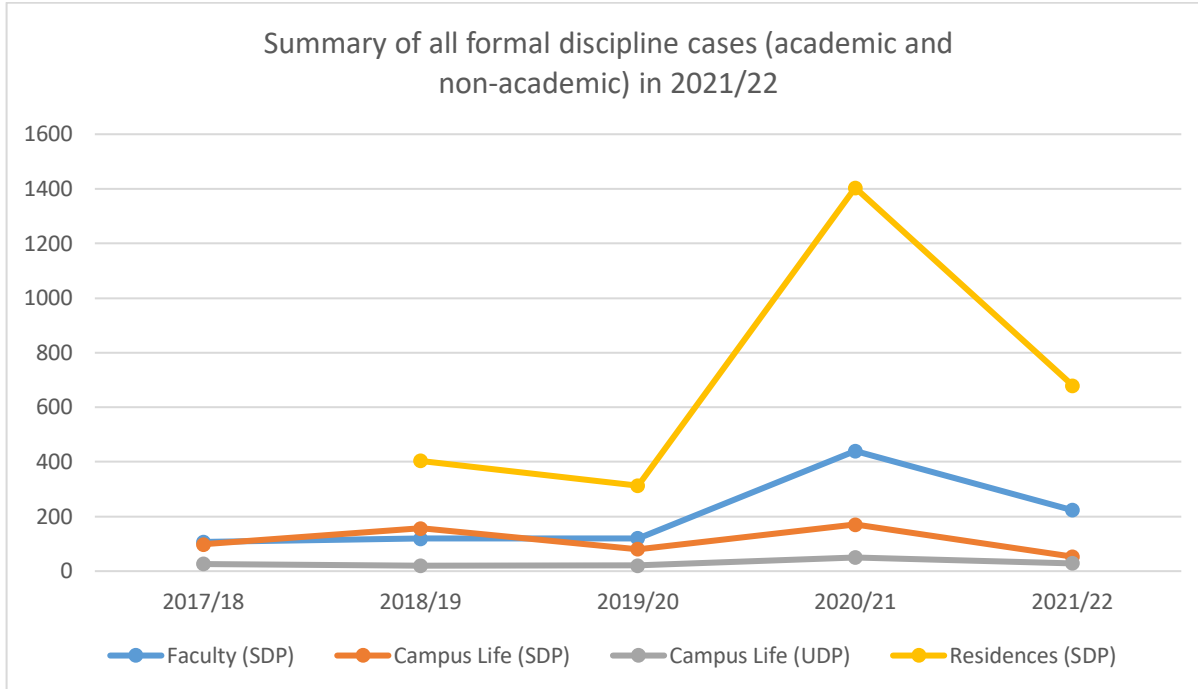
We continued to see a decrease in the number of cases that were taken to review stage in 2021-22. In the 6 cases where the result involved the previous decision being altered in some way, 4 cases involved recommendations to the School's mitigating circumstances committee, and one case resulted in a student being readmitted to their programme with a new supervisory team.

The one case that was referred to an appeal board resulted in a unanimous dismissal of the appeal by the panel.

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

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

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



Type (formal)	2017/18	2018/19	2019/20	2020/21	2021/22
Faculty (SDP)	107	119	120	440	<b>223</b>
Campus Life (SDP)	98	157	81	171	<b>53</b>
Campus Life (UDP)	26	20	21	50	<b>29</b>
Residences (SDP)		404	313	1404	<b>679</b>
<b>Total</b>	<b>231</b>	<b>700</b>	<b>535</b>	<b>2065</b>	<b>984</b>

### School level disciplinary cases.

Except in severe cases, Schools 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 Teaching and Learning Delivery Team requests data from Schools on the cases heard by them for inclusion in this report.

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

## Summary of School-level disciplinary cases

Type	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Plagiarism	278	168	3	276	173	172	28	249	449 (55%)	462 (57%)	82%
Collusion	217	31	1	88	161	83	10	156	249 (31%)	301 (37%)	12%
Other/not specified	13	32	0	25	20	9	1	35	45 (6%)	10 (1%)	5%
Exam Misconduct	21	2	0	13	10	5	0	18	23 (3%)	0	0
Non-academic misconduct	19	0	0	17	2	19	0	0	19 (2%)	20 (2%)	1%
Self-plagiarism	8	8	0	6	10	8	0	8	16 (2%)	0	0
Contract cheating	2	1	0	1	2	0	1	2	3 (0%)	2 (0%)	0
<b>Grand total</b>	<b>558</b>	<b>242</b>	<b>4</b>	<b>426</b>	<b>378</b>	<b>296</b>	<b>40</b>	<b>468</b>	<b>804</b>	<b>806</b>	

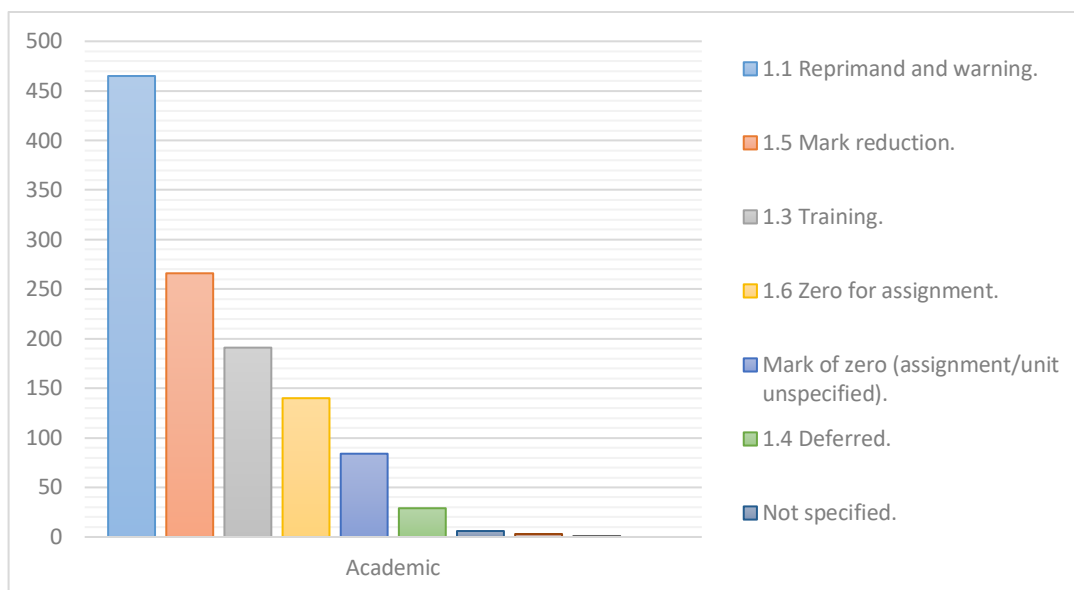
<b>Total 21/22</b>	<b>804</b>
Total 20/21	806
Total 19/20	417
Total 18/19	421

## Outcome of School-level discipline cases

Outcome	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Proven	452	193	4	330	320	243	30	377	650 (81%)	629 (79%)	85%
Not proven	97	31		80	48	43	10	75	128 (16%)	173 (21%)	12%
Not specified	2	16		11	7	4		14	18 (2%)	4 (0%)	
Withdrawn	6			4	2	6			6 (1%)		
Ongoing		2		1	1			2	2 (0%)		3%
<b>Grand total</b>	<b>558</b>	<b>242</b>	<b>4</b>	<b>426</b>	<b>378</b>	<b>296</b>	<b>40</b>	<b>468</b>	<b>804</b>	<b>806</b>	

Overseas students represented 58% of all proven School-level discipline cases in 2021-22.

## Penalties applied in proven School-level academic misconduct discipline cases.



Note that multiple penalties are typically applied per proven case.

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

Ethnicity	UK		EU		OS		Grand Total	University Population % Ethnicity
	F	M	F	M	F	M		
Chinese	7	2		1	135	225	260 (33%)	22.86%
Asian or Asian British	41	41		2	46	62	192 (24%)	12.71%
White	69	54	17	13	5	3	161 (21%)	45.97%
Black or Black British	11	9	1		7	11	39 (5%)	3.72%
Other Asian Background	8	2			16	13	39 (5%)	4.64%
Arab		6	2		14	17	39 (5%)	3.69%
Unknown	3	1			10	3	17 (2%)	0.16%
Other Mixed Background	3	4	1		1	1	10 (1%)	2.62%
Mixed - White and Asian	3	2	1	1	1	1	9 (1%)	2.01%
Other Black Background	1			1	1	2	5 (1%)	0.32%
Mixed - White and Black	3	4					7 (1%)	1.27%
<i>Other Ethnic Background</i>		3			1	3	6 (1%)	0.3%
<b>Grand Total</b>	<b>149</b>	<b>128</b>	<b>22</b>	<b>18</b>	<b>237</b>	<b>230</b>	<b>784</b>	

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

Ethnicity	UK		OS		Grand Total
	F	M	F	M	
White	7	1			8 (40%)
Asian or Asian British	5	1			6 (30%)
Mixed - White and Black	2				2 (10%)
Black or Black British	2				2 (10%)
Chinese			1		1 (5%)
Mixed - White and Asian	1				1 (5%)
<b>Grand Total</b>	<b>17</b>	<b>2</b>	<b>1</b>		<b>20</b>



While Chinese students made up 33% of all School-level cases of academic misconduct in 2021-22 (Chinese students made up 22.86% of the total university population), cases of non-academic misconduct were predominantly made up of White or Asian/Asian British UK students.

## Faculty level disciplinary cases.

### Summary of Faculty-level disciplinary cases

Faculty	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
FSE	81	17	1	35	64	29	4	66	99 (44%)	306 (70%)	29%
HUMS	58	9	1	41	27	31	4	33	68 (30%)	67 (15%)	45%
FBMH	49	5	2	32	24	39		17	56 (25%)	67 (15%)	46%
<b>Grand Total</b>	<b>188</b>	<b>31</b>	<b>4</b>	<b>108</b>	<b>115</b>	<b>99</b>	<b>8</b>	<b>116</b>	<b>223</b>	<b>440</b>	

The spread of cases across the three Faculties has evened out somewhat compared to 2020-21: the proportion of cases heard in FSE has dropped by 26%, while the number of cases heard in Humanities has doubled to 30% of the total, and FBMH has risen by 10%.

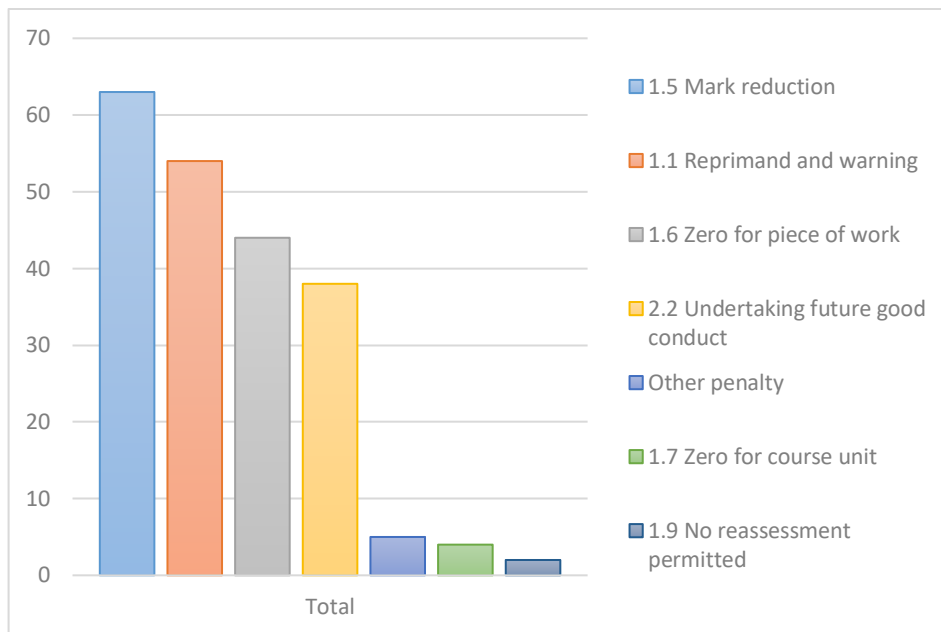
### Faculty-level disciplinary cases by type

Type	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Plagiarism	98	25	1	63	61	68	5	51	124 (56%)	198 (45%)	84%
Collusion	86	4	3	42	51	28	3	62	93 (42%)	241 (55%)	15%
Other academic	4	1		2	3	2		3	5 (1%)	0 (0%)	1%
Non-academic		1		1		1			1 (0%)	1 (0%)	
<b>Grand Total</b>	<b>188</b>	<b>31</b>	<b>4</b>	<b>108</b>	<b>115</b>	<b>99</b>	<b>8</b>	<b>116</b>	<b>223</b>	<b>440</b>	

### Outcome of Faculty-level disciplinary cases

Outcome	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Proven	99	15	3	67	50	62	4	51	117 (52%)	327 (74%)	90%
Not specified/ongoing	60	11		17	54	26	4	41	71 (32%)	16 (4%)	2%
Not proven	29	5	1	24	11	11		24	35 (16%)	91 (21%)	7%
Withdrawn										4 (1%)	2%
Referred to School or UDP										2 (0%)	
<b>Grand Total</b>	<b>188</b>	<b>31</b>	<b>4</b>	<b>108</b>	<b>115</b>	<b>99</b>	<b>8</b>	<b>116</b>	<b>223</b>	<b>440</b>	

## Summary of penalties applied at Faculty-level SDPs



Note that multiple penalties are typically applied per proven case.

## Faculty-level disciplinary cases ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		Grand Total	University Population
	F	M	F	M	F	M		% Ethnicity
Chinese	1	5			38	37	81 (36%)	22.86%
Asian or Asian British	15	15			6	6	42 (19%)	12.71%
White	15	12	3	5	2		37 (17%)	45.97%
Black or Black British	8	7			2	3	20 (9%)	3.72%
Other Asian Background	3	5			3	7	18 (8%)	4.64%
Arab						11	11 (5%)	3.69%
Other Mixed Background	4				1		5 (2%)	2.62%
Mixed - White and Black	2	2					4 (2%)	1.27%
Mixed - White and Asian	3						3 (1%)	2.01%
Other Black Background	2						2 (1%)	0.32%
<b>Grand Total</b>	<b>53</b>	<b>46</b>	<b>3</b>	<b>5</b>	<b>52</b>	<b>64</b>	<b>223</b>	

## Campus Life cases (SDP)

In 2021-22 there were 53 Summary Disciplinary Panel cases heard by the Division of Campus Life. These cases are usually less serious allegations of misconduct that do not naturally sit anywhere else within the University (most commonly referred to UoM by Manchester Student Homes).

In 2021-22 this also included allegations of exam misconduct for on-campus examinations; no such cases were reported in 2020-21 as all examinations took place online.

## Summary of Campus Life summary disciplinary cases

Faculty	Level of study			Gender		Fee status			21/22 Total	20/21 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
HUMS	32			22	10	29		3	32 (60%)	112 (65%)
FSE	4	6	1	3	8	3		8	11 (21%)	26 (15%)
FBMH	10			9	1	10			10 (19%)	33 (19%)
<b>Grand Total</b>	<b>46</b>	<b>6</b>	<b>1</b>	<b>34</b>	<b>19</b>	<b>42</b>		<b>11</b>	<b>53</b>	<b>171</b>

## Campus Life summary disciplinary cases by type

Misconduct type	Level of study			Gender		Fee status			21/22 Total	20/21 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Noise nuisance	42			32	10	40		2	42 (79%)	
Exam misconduct	2	6		2	6			8	8 (15%)	
Sexual misconduct			1		1	1			1 (2%)	
Behaviour	1				1	1			1 (2%)	12 (7%)
Criminal offence/damage	1				1			1	1 (2%)	9 (5%)
Covid breach										140 (82%)
Other										10 (6%)
<b>Grand Total</b>	<b>46</b>	<b>6</b>	<b>1</b>	<b>34</b>	<b>19</b>	<b>42</b>		<b>11</b>	<b>53</b>	<b>171</b>

## Campus Life summary disciplinary cases by outcome

Outcome	Level of study			Gender		Fee status			21/22 Total	20/21 Total
	UG	PGT	PGR	F	M	UK	EU	OS		
Proven	43	6	1	32	18	40		10	50 (94%)	57 (34%)
Not proven	1			1		1			1 (2%)	
Cancelled/withdrawn	2			1	1	1		1	2 (4%)	2 (1%)
Referred to UDP										28 (16%)
No further action										3 (2%)
Warning letter										79 (46%)
Ongoing/other										2 (1%)
<b>Grand Total</b>	<b>46</b>	<b>6</b>	<b>1</b>	<b>34</b>	<b>19</b>	<b>42</b>		<b>11</b>	<b>53</b>	<b>171</b>

## Campus Life summary disciplinary cases by ethnicity, fee status, and gender

Ethnicity	UK		OS		Grand Total	University Population
	F	M	M	F		% Ethnicity
White	25	9		2	36 (68%)	45.97%
Chinese			6	2	8 (15%)	22.86%
Other Mixed Background	3				3 (6%)	2.62%
Other Asian Background	1		1		2 (4%)	4.64%
Asian or Asian British		2			2 (4%)	12.71%
Mixed - White and Black	1				1 (2%)	1.27%
Mixed - White and Black Caribbean		1			1 (2%)	0.32%
<b>Grand Total</b>	<b>30</b>	<b>12</b>	<b>7</b>	<b>4</b>	<b>53</b>	

## Campus Life cases (UDP)

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

### Summary of Campus Life UDP cases

Faculty	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
HUMS	13	1		5	9	7		7	14 (48%)	17 (34%)	52%
FBMH	11			4	7	7		4	11 (38%)	15 (30%)	14%
FSE	2	1	1	2	2	2		2	4 (14%)	18 (36%)	33%
<b>Grand Total</b>	<b>26</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>18</b>	<b>16</b>		<b>13</b>	<b>29</b>	<b>50</b>	

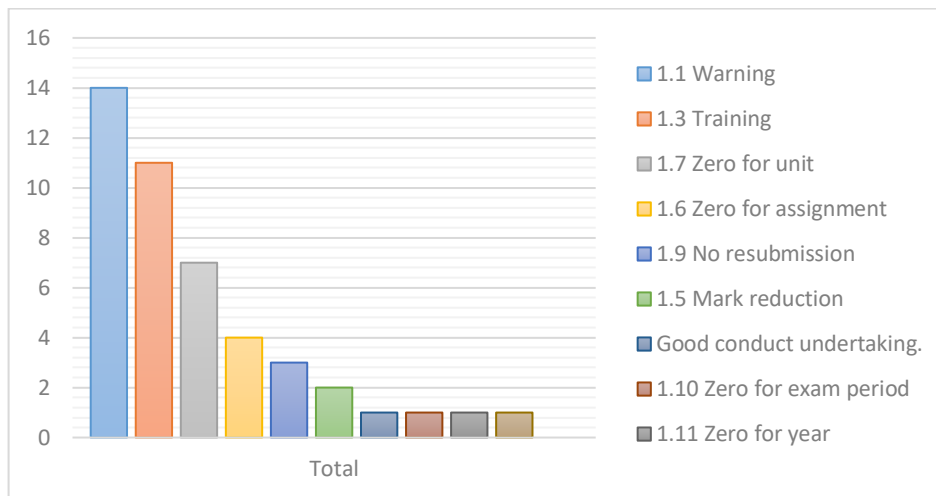
### Campus Life UDP cases by type

Type	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Academic	20	2		11	11	11		11	22 (76%)	30 (60%)	67%
Non-academic (or both)	6		1		7	5		2	7 (24%)	20 (40%)	33%
<b>Grand Total</b>	<b>26</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>18</b>	<b>16</b>		<b>13</b>	<b>29</b>	<b>50</b>	

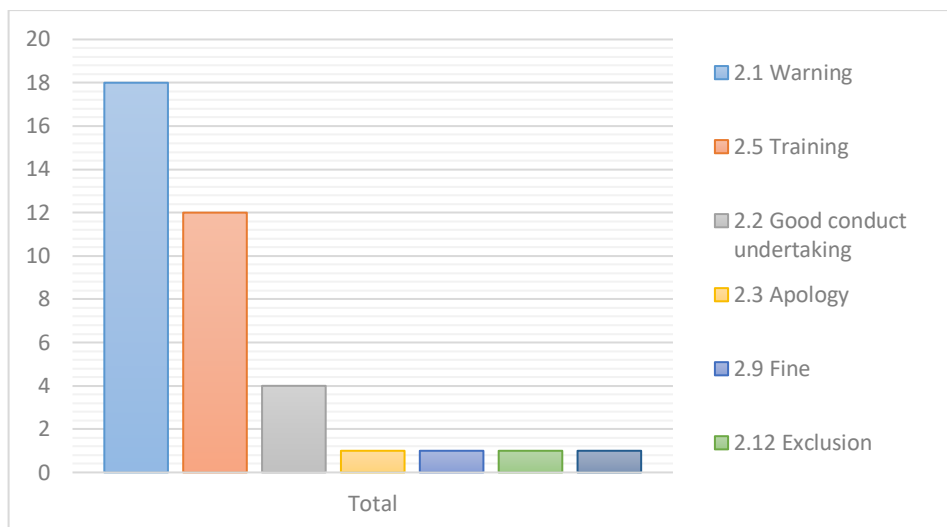
## Campus Life UDP cases by outcome

Outcome	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Proven	20	1	1	10	12	13		9	22 (76%)	36 (72%)	62%
Not proven	1	1		1	1			2	2 (7%)	2 (4%)	14%
Withdrawn/cancelled	3				3	1		2	3 (10%)	2 (4%)	10%
Ongoing	2				2	2			2 (7%)	10 (20%)	14%
<b>Grand Total</b>	<b>26</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>18</b>	<b>16</b>		<b>13</b>	<b>29</b>	<b>50</b>	

## Summary of UDP penalties applied for proven academic misconduct cases.



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



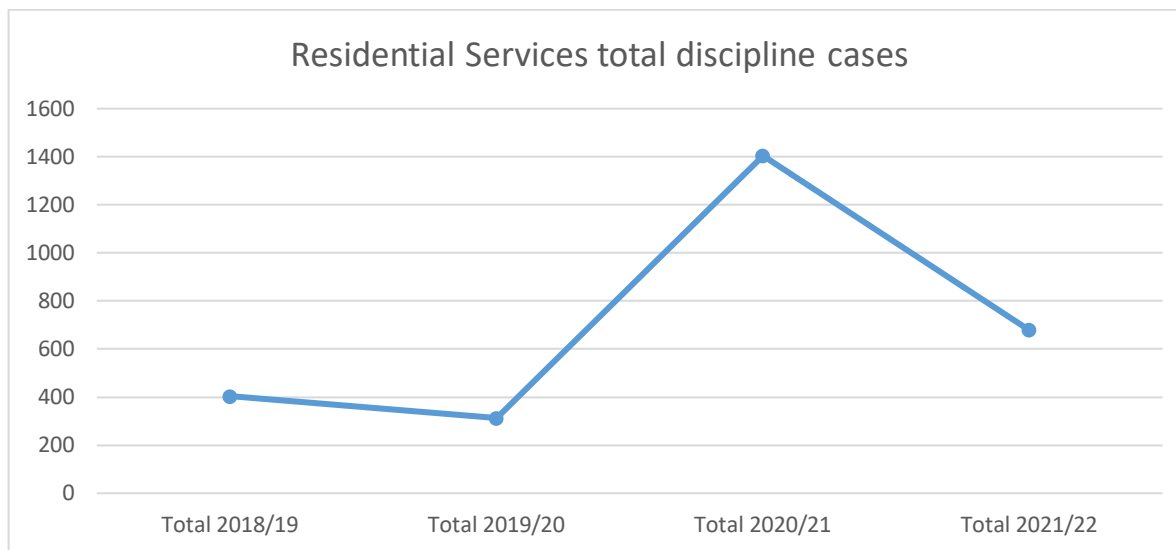
Note that multiple penalties are typically applied per proven case.

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

Ethnicity	UK		OS		Grand Total	University Population
	F	M	F	M		% Ethnicity
Asian or Asian British	4	4	1	1	10 (34%)	12.71%
Chinese			3	4	7 (24%)	22.86%
Black or Black British	2	1		1	4 (14%)	3.72%
White		3			3 (10%)	45.97%
Other Asian Background				2	2 (7%)	4.64%
Other Black Background	1				1 (3%)	0.32%
Arab				1	1 (3%)	3.69%
<i>Other</i>		1			1 (3%)	6.09%
<b>Grand Total</b>	<b>7</b>	<b>9</b>	<b>4</b>	<b>9</b>	<b>29</b>	

### Residential Services cases.

The Division of Residential Services undertakes summary disciplinary action in respect of misconduct in halls. There was a significant increase in the number of cases due to the COVID-19 pandemic and student behaviour in halls whilst restrictions were in place in 2020-21. Whilst the total number of cases has fallen greatly, it is still significantly higher than the 'pre-Covid' totals.



Total 2021/22	679
Total 2020/21	1404
Total 2019/20	313
Total 2018/19	404

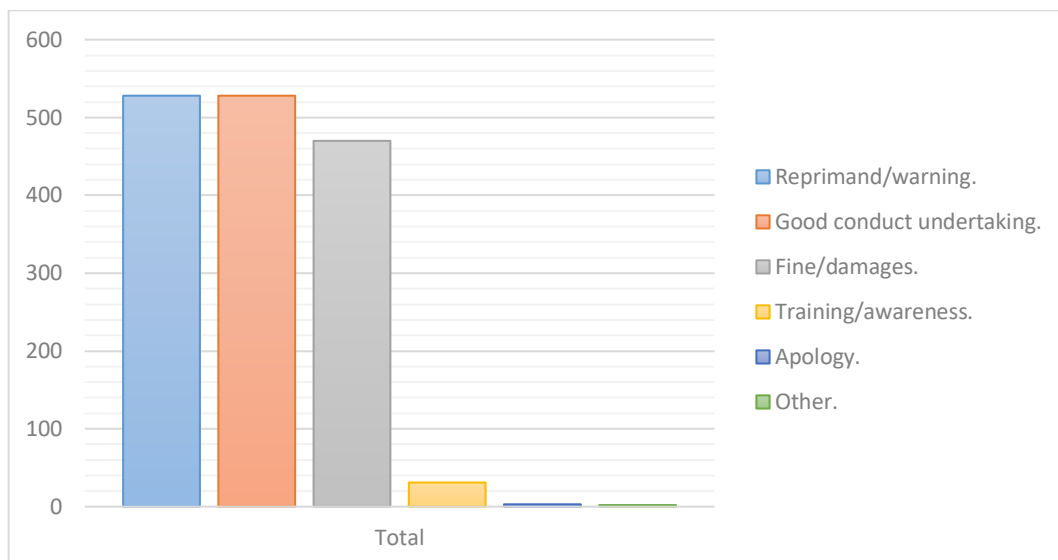
## Summary of disciplinary cases in Residential Services

Type	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Smoking/fire alarm activation/tampering	287	5		118	174	247	7	38	292 (43%)	331 (24%)	43%
Anti-social behaviour	143			71	72	125	4	14	143 (21%)	257 (18%)	20%
Prohibited items (pets, candles, etc.)	115	6	2	86	37	102	2	19	123 (18%)	10 (1%)	3%
Damage to premises	58			28	30	52	1	5	58 (9%)	43 (3%)	3%
Multiple/other	32			11	21	25	2	5	32 (5%)	29 (2%)	2%
Drugs/banned substances	31			14	17	29		2	31 (5%)	108 (8%)	29%
Covid breaches										401 (29%)	
Behaviour endangering others										225 (16%)	
<b>Grand Total</b>	<b>666</b>	<b>11</b>	<b>2</b>	<b>328</b>	<b>351</b>	<b>580</b>	<b>16</b>	<b>83</b>	<b>679</b>	<b>1404</b>	

## Disciplinary cases in Residential Services by finding

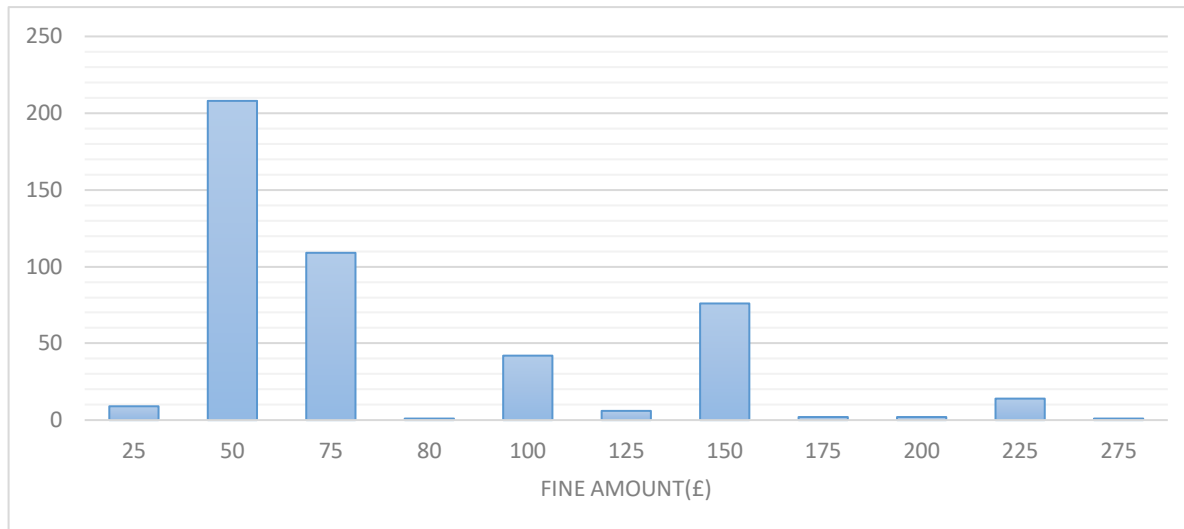
Outcome	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS			
Proven	515	11	2	249	279	459	8	61	528 (78%)	839 (59%)	94%
Not proven	151			79	72	121	8	22	151 (22%)	569 (41%)	6%
<b>Grand Total</b>	<b>666</b>	<b>11</b>	<b>2</b>	<b>328</b>	<b>351</b>	<b>580</b>	<b>16</b>	<b>83</b>	<b>679</b>	<b>1404</b>	

## Summary of penalties applied for proven misconduct in Residential Services



Note that multiple penalties are typically applied per proven case.

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



### Total fine amounts by year

<b>Total 2021/22</b>	<b>£39,405.00</b>
Total 2020/21	£70,350.00
Total 2019/20	£23,610.00
Total 2018/19	£44,365.00

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

### Disciplinary cases in Residential Services by ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		Grand Total
	Female	Male	Female	Male	Female	Male	
White	178	175	3	3	4	5	368
Asian or Asian British	16	19			3	4	42
Other mixed background	4	18			1	5	28
Chinese		2			11	14	27
Black or Black British	8	7			2	3	20
Mixed - White and Asian	5	10		1	1		17
Mixed - White and Black	4	3	1				8
Other Asian background	3	1			1	1	6
Arab		2			1	2	5
Not Recorded		2			1	2	5
Other Black Background	2						2
<b>Grand Total</b>	<b>220</b>	<b>239</b>	<b>4</b>	<b>4</b>	<b>25</b>	<b>36</b>	<b>528</b>



## Appeals against disciplinary decisions handled by TLD.

Students may appeal decisions relating to disciplinary outcomes in accordance with Regulation XVII. 70 students submitted disciplinary appeals during 2021-22 compared to 84 students in 2020-21.

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 2021-22 academic year, no matter where the original case was heard.

<b>Total 2021/22</b>	<b>70</b>
Total 2020/21	84
Total 2019/20	33
Total 2018/19	22
Total 2017/18	32

### Summary of disciplinary appeals

Outcome	Level of study			Gender		Fee status				21/22 Total	20/21 Total	19/20 %
	UG	PGT	PGR	F	M	UK	EU	OS	?			
Request fully or partly upheld	10	2		6	6	8		4		12 (17%)	14 (17%)	12%
Request dismissed	41	8	1	22	28	31	1	16	2	50 (71%)	69 (82%)	88%
Out of time/ineligible	4	2		1	5	5		1		6 (9%)		
Withdrawn	2			2		2				2 (3%)		
Ongoing											1 <sup>7</sup> (1%)	
<b>Grand total</b>	<b>57</b>	<b>12</b>	<b>1</b>	<b>31</b>	<b>39</b>	<b>46</b>	<b>1</b>	<b>21</b>	<b>2</b>	<b>70</b>	<b>84</b>	

Of the 12 review requests that were fully or partially upheld in 2021-22:

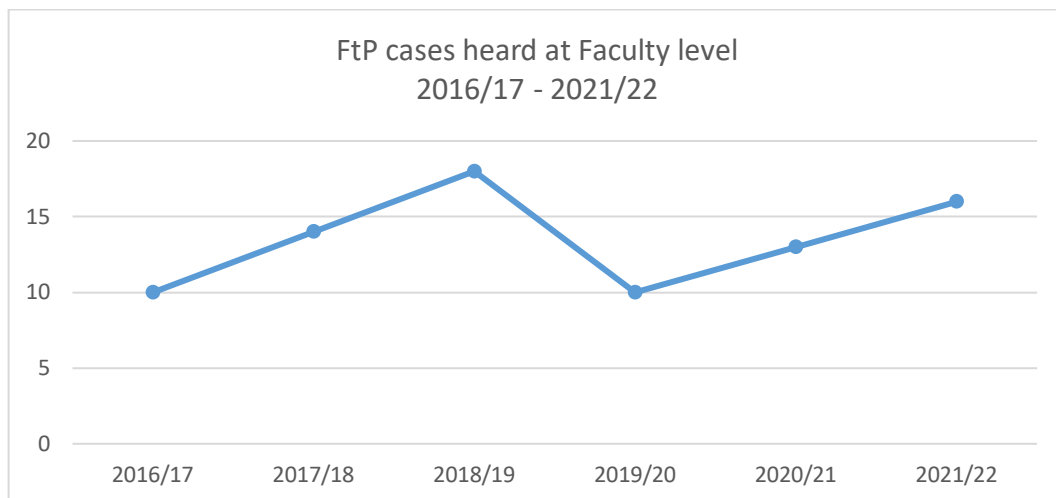
- Nine related to accommodation disciplinary action,
  - One student was given clarification about the fine amount due and feedback was given to ResLife about outcome emails.
  - One fine amount was changed due to mitigating circumstances.
  - Six fine amounts were reduced.
  - One student had all penalties rescinded on the basis of new evidence.
- Three related to academic misconduct,
  - One case was referred back for a fresh SDP hearing on the basis of new evidence.
  - Two cases were referred back to the School for reconsideration due to a procedural error.

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<sup>7</sup> This case was later dismissed.

## Section 6: Fitness to Practise

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. Cases can arise for a variety of reasons, which often relate to matters of health and professional conduct.



<b>Total 2021/22</b>	<b>16</b>
Total 2020/21	13
Total 2019/20	10
Total 2018/19	18
Total 2017/18	14

### Summary of Fitness to Practise cases

Division/School	Level of study		Gender		Fee status			21/22 Total	20/21 Total	19/20 %
	UG	PG	F	M	UK	EU	OS			
Division of Medical Education	7	5	2	10	10		2	12 (75%)	10 (77%)	40%
Division of Nursing, Midwifery and Social Work	2		1	1	2			2 (13%)	1 (8%)	20%
Division of Pharmacy and Optometry	1			1	1			1 (6%)		30%
Division of Dentistry	1			1		1		1 (6%)	2 (15%)	10%
<b>Grand total</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>13</b>	<b>13</b>	<b>1</b>	<b>2</b>	<b>16</b>	<b>13</b>	

## Outcome of Fitness to Practise cases

Division	Level of study		Gender		Fee status			21/22 Total	20/21 Total	19/20 Total
	UG	PG	F	M	UK	EU	OS			
Warning	4	1		5	3	1	1	5 (31%)		
Other	1	2	2	1	3			3 (19%)		
Exclusion/expulsion	2		1	1	2			2 (13%)	2 (15%)	
Enhanced monitoring	2			2	2			2 (13%)	1 (8%)	30%
Repeat	1			1	1			1 (6%)	4 (31%)	40%
Suspension		1		1			1	1 (6%)	1 (8%)	
Ongoing	1			1	1			1 (6%)		
Referral to OT, DASS.		1		1	1			1 (6%)		
Dismissed									4 (31%)	20%
Student withdrawn									1 (8%)	10%
<b>Grand total</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>13</b>	<b>13</b>	<b>1</b>	<b>2</b>	<b>16</b>	<b>13</b>	

## Appeals against Fitness to Practice outcomes handled by TLD.

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

## Summary of appeals against Fitness to Practise decisions

School	Level of study		Gender		Fee status			21/22 Total	20/21 Total
	UG	PG	F	M	UK	EU	OS		
School of Health Sciences	2			2	2			2 (50%)	
School of Medical Sciences	2		1	2	2			2 (50%)	1 (100%)
<b>Grand Total</b>	<b>4</b>		<b>1</b>	<b>3</b>	<b>4</b>			<b>4</b>	<b>1</b>

## Outcomes of appeals against FtP outcomes

Outcome	Level of study		Gender		Fee status			21/22 Total	20/21 Total
	UG	PG	F	M	UK	EU	OS		
Appeal upheld	1			1	1			1 (25%)	
Appeal dismissed	3		1	2	3			3 (75%)	1 (100%)
<b>Grand Total</b>	<b>4</b>		<b>1</b>	<b>3</b>	<b>4</b>			<b>4</b>	<b>1</b>

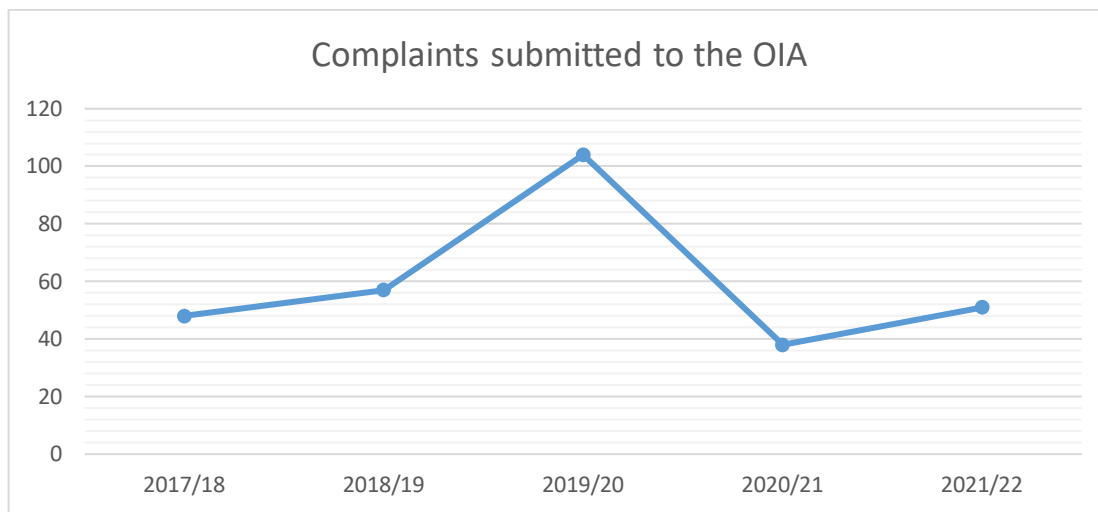
The one appeal upheld in 2021-22 resulted in a recommendation to FBMH that it ensures correct regulator guidance is used in FTP cases, and the student was permitted to graduate.

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

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

Teaching and Learning Delivery acts as the University's point of contact for the OIA. The number of complaints made by students to the OIA saw a rise from 38 in 2020-21 to 51 in 2021-22.

### Complaints submitted to the OIA



<b>Total 2021/22</b>	<b>51</b>
Total 2020/21	38
Total 2019/20	104
Total 2018/19	57
Total 2017/18	48

### Summary of complaints submitted to the OIA

Faculty	Level of study			Gender		Fee status			21/22 Total	20/21 Total	19/20 Total
	UG	PGT	PGR	F	M	UK	EU	OS			
HUMS	13	12	1	11	15	11	2	13	26 (51%)	18 (47%)	62%
FBMH	9	6		8	7	6	2	7	15 (29%)	12 (32%)	16%
FSE	8	1	1	4	6	7	1	2	10 (20%)	8 (21%)	22%
Spurgeons College											<1%
<b>Grand Total</b>	<b>30</b>	<b>19</b>	<b>2</b>	<b>23</b>	<b>28</b>	<b>24</b>	<b>5</b>	<b>22</b>	<b>51</b>	<b>38</b>	<b>104</b>

## Outcome of complaints submitted to the OIA

Outcome	UG	PGT	PGR	F	M	UK	EU	US	21/22 Total	20/21 Total	19/20 %
Not Justified	11	8	2	13	8	11	2	8	21 (41%)	9 (24%)	24%
Not Eligible	5	8		5	8	4	1	8	13 (25%)	5 (13%)	20%
Ongoing	4	2		2	4	5	1		6 (12%)	15 (39%)	12%
Withdrawn	4			2	2	2		2	4 (8%)	5 (13%)	19%
Terminated	3			1	2	1		2	3 (6%)		19%
Settled	2	1			3		1	2	3 (6%)	4 (11%)	
Justified/partly	1				1	1			1 (2%)		6%
<b>Grand Total</b>	<b>30</b>	<b>19</b>	<b>2</b>	<b>23</b>	<b>28</b>	<b>24</b>	<b>5</b>	<b>22</b>	<b>51</b>	<b>38</b>	

Only one of the 51 of the cases submitted to the OIA during the 2020-21 academic year was found to be justified. In this case:

- A student from the School of Biological Sciences in FBMH complained about the handling of their academic appeal.
- The OIA considered that the University provided an appropriate academic remedy, but that the University's financial offer for distress and inconvenience did not go far enough to provide the student with an overall reasonable remedy, in view of the particular circumstances.
- The OIA recommended increasing the compensation offer from £3k to £6k.

In the three cases where the University agreed to settle, we made the following offers to students as a result:

- A student from the School of Engineering in FSE complained about the handling of their academic appeal. The University made an offer for a further opportunity to complete first attempts of missed exams, which the student accepted.
- A student from the School of Medical Sciences in FBMH complained about the handling of their academic appeal. The University offered to refer the case to an appeal panel, which the student accepted. The appeal panel upheld the appeal and allowed the student a further opportunity to satisfy the requirements for continuation on the programme or element of the programme (strongly encouraging registration with DASS).
- A student from the School of Medical Sciences in FBMH complained about the handling of their complaint. The University agreed to increase the offer of compensation to £550 from £50.

There were 15 cases classified as 'ongoing' at the time of the 2020/21 annual report. Of these,

- 10 cases were found 'Not Justified'.
- One case is still ongoing (assigned to an OIA case-handler in July 2022).
- The University agreed to settle in two cases;

- In one case, a FSE student's case was heard by an appeal panel which agreed to offer further opportunities for study, as well as financial compensation of £4,500 for distress and inconvenience,
- In another case, the University offered to hear a student's case at review stage. The case was considered and dismissed.
- One case was found to be 'Justified' by the OIA, which recommended the University offer an apology and consideration of the student's complaint. Both were offered to the student, who did not respond.
- One case was found to be 'Partly Justified' by the OIA, which said that the University's decision to uphold the student's complaint was reasonable, but that not enough had been offered by way of resolution. The OIA recommended an offer of £5,000 in compensation, and a review of complaint-handling procedures (particularly in relation to the sharing of information). Note that this will be picked up as part of the 'Dignity at Work and Study' review mentioned in the summary of this report, above.

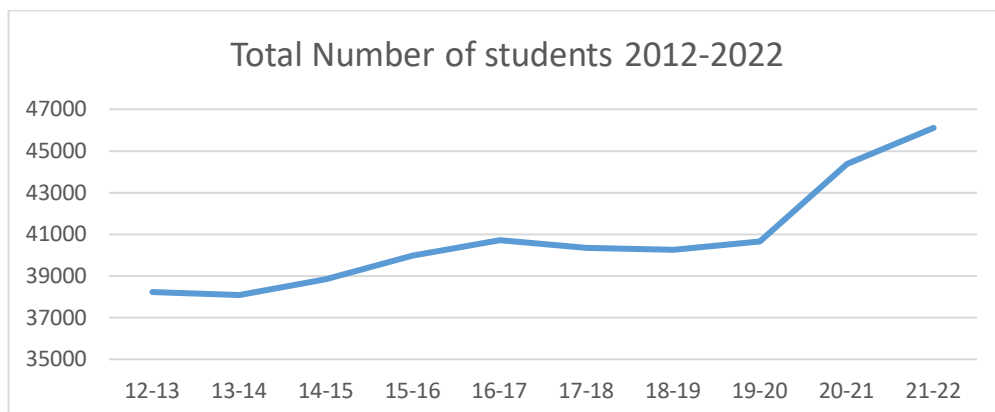
### Complaints submitted to the OIA by ethnicity, fee status, and gender of complainant

Ethnicity	UK		EU		OS		Grand Total	University Population
	M	F	M	F	F	M		% Ethnicity
White	9	6	1				16 (31%)	45.97%
Chinese		1			8	3	12 (24%)	22.86%
Asian or Asian British	3	2				2	7 (14%)	12.71%
Arab			2		3	1	6 (12%)	3.69%
Other Ethnic Background	1	1	1	1		1	5 (10%)	2.62%
<i>Unknown</i>					1	1	2 (4%)	0.16%
Other Asian Background						2	2 (4%)	4.64%
Black or Black British	1						1 (2%)	3.72%
<b>Grand Total</b>	<b>14</b>	<b>10</b>	<b>4</b>	<b>1</b>	<b>12</b>	<b>10</b>	<b>51</b>	

## Section 8: Profile of student population 2021-22

Faculty	Total	%	Level of study						Gender				Fee status			
			UG	%	PGT	%	PGR	%	F	%	M	%	UK/EU	%	OS	%
FBMH	12,994	28	8,807	28	3,008	27	1,179	32	9,319	35	3,671	19	10,574	37	2,420	14
HUMS	20,131	44	13,228	42	6,106	55	797	22	12,579	48	7,532	38	11,982	41	8,149	47
FSE	12,983	28	9,245	30	2,027	18	1,711	46	4,495	17	8,483	43	6,332	22	6,651	39
<b>Grand Total</b>	<b>46,108</b>		<b>31,280</b>		<b>11,141</b>		<b>3,687</b>		<b>26,393</b>		<b>19,686</b>		<b>28,888</b>		<b>17,220</b>	

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



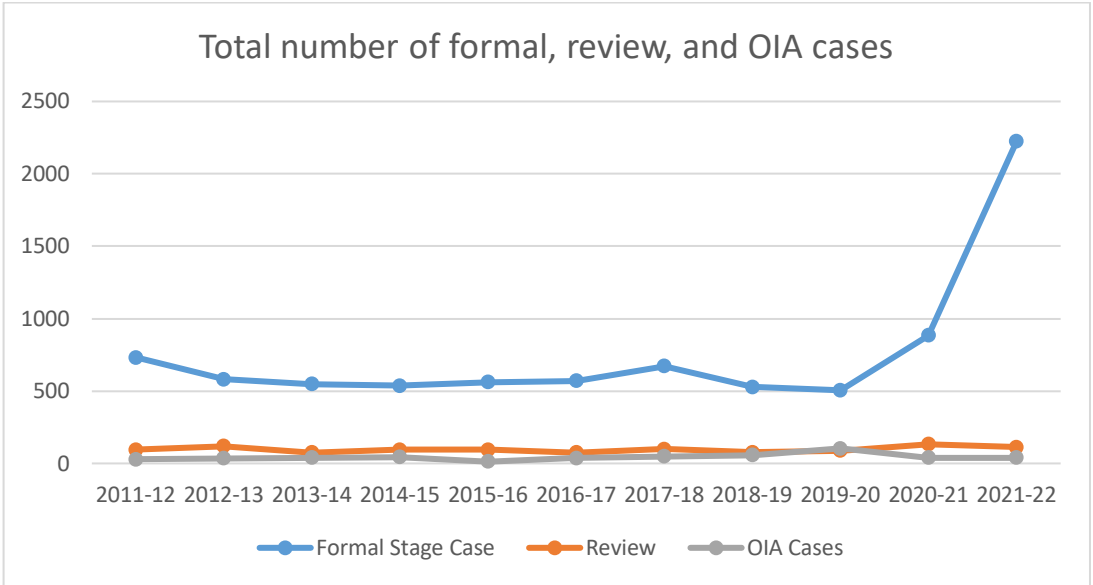
### Ethnicity of UK domiciled students:

Ethnicity	UG		PGDT		PGDR		Total	
White	13,823	65.5%	3,245	74.7%	1,543	82.4%	18,611	68.1%
Asian Or Asian British	3,375	16.0%	461	10.6%	95	5.1%	3,931	14.4%
Black Or Black British	1,000	4.7%	192	4.4%	41	2.2%	1,233	4.5%
Mixed - White And Asian	703	3.3%	66	1.5%	32	1.7%	801	2.9%
Other Ethnic/Mixed Background	598	2.8%	99	2.3%	51	2.7%	748	2.7%
Other Asian Background	466	2.2%	72	1.7%	25	1.3%	563	2.1%
Mixed - White And Black	435	2.1%	64	1.5%	20	1.1%	519	1.9%
Chinese	333	1.6%	80	1.8%	35	1.9%	448	1.6%
Arab	291	1.4%	41	0.9%	24	1.3%	356	1.3%
Other Black Background	61	0.3%	7	0.2%	2	0.1%	70	0.3%
<i>Information Refused</i>	<i>20</i>	<i>0.1%</i>	<i>13</i>	<i>0.3%</i>	<i>5</i>	<i>0.3%</i>	<i>38</i>	<i>0.1%</i>
Gypsy Or Traveller	6	0.0%	2	0.0%	0	0.0%	8	0.0%
<b>Grand Total</b>	<b>21,111</b>		<b>4,342</b>		<b>1,873</b>		<b>27,326</b>	

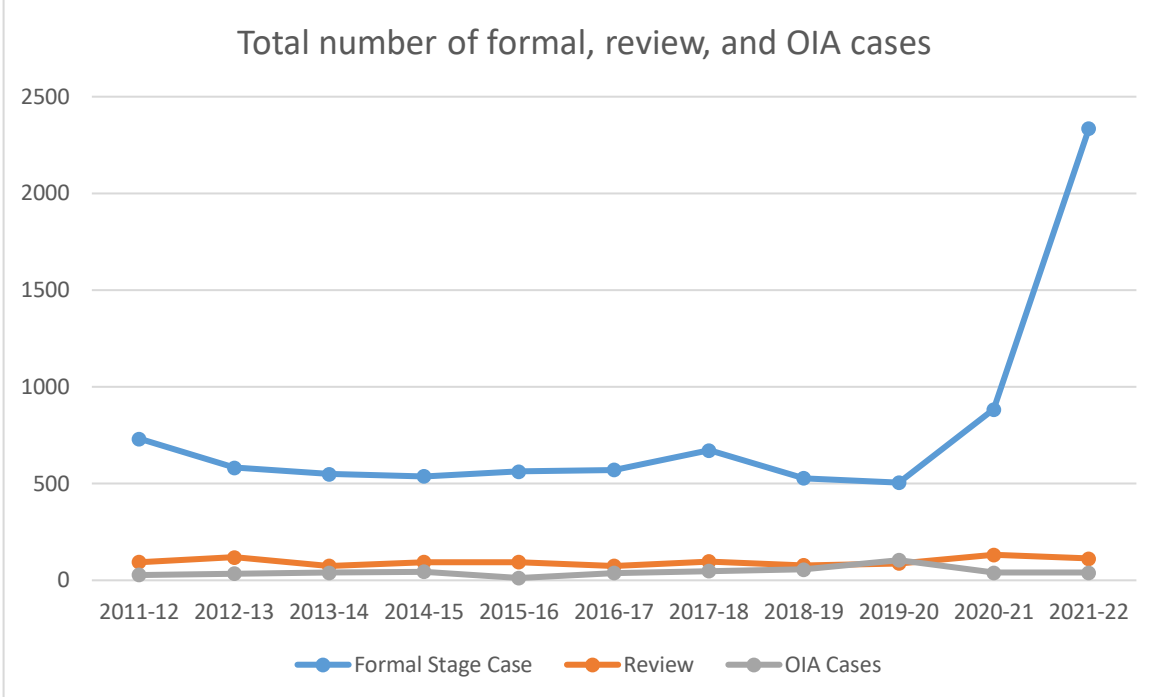
### Ethnicity of Non-UK domiciled students:

Ethnicity	UG		PGDT		PGDR		Total	
Chinese	5,100	50.2%	4,253	62.6%	740	40.8%	10,093	53.7%
White	1,784	17.5%	453	6.7%	349	19.2%	2,586	13.8%
Asian Or Asian British	939	9.2%	855	12.6%	137	7.6%	1,931	10.3%
Other Asian Background	998	9.8%	444	6.5%	134	7.4%	1,576	8.4%
Arab	772	7.6%	300	4.4%	272	15.0%	1,344	7.2%
Black Or Black British	175	1.7%	245	3.6%	61	3.4%	481	2.6%

Other Ethnic/Mixed Background	226	2.2%	149	2.2%	83	4.6%	458	2.4%
Mixed - White And Asian	92	0.9%	20	0.3%	14	0.8%	126	0.7%
Other Black Background	19	0.2%	48	0.7%	11	0.6%	78	0.4%
Mixed - White And Black	38	0.4%	21	0.3%	8	0.4%	67	0.4%
<i>Information Refused</i>	22	0.2%	9	0.1%	5	0.3%	36	0.2%
Gypsy Or Traveller	4	0.0%	2	0.0%	0	0.0%	6	0.0%
<b>Grand Total</b>	<b>10,169</b>		<b>6,799</b>		<b>1,814</b>		<b>18,782</b>	



The 2020/21 total formal stage cases figure in this graph does not include figures for ResLife discipline; the increase here is actually slightly more gradual from 2019-20.



Note that data for 2021-22 includes School, Faculty, Accommodation/ResLife, and Campus Life. Data for ResLife was not included before 2019-20.