

University of Manchester

Annual report of student academic appeals, student complaints, and student conduct and discipline cases 2023/24¹

Contents

Section 1: Executive summary	3
The past year	3
Updates and future priorities.....	8
Section 2: summary of all cases considered in 2023/24	9
All cases considered in 2023/24	9
Case numbers and University population	9
Section 3: Regulation XVIII (Student Complaints).....	10
Formal complaints submitted to Faculties	10
Accommodation complaints	13
Review of formal complaint outcomes by TLD	14
Section 4: Regulation XIX (Academic appeals).....	15
Stage One (informal) academic appeals submitted to Schools and Doctoral Academies (DAs).....	15
Stage Two (formal) academic appeals submitted to Faculties	16
Review of Stage Two appeal outcomes by TLD	19
Section 5: Reg XVII (Conduct and discipline of students)	22
Summary of all formal discipline cases	22
School-level discipline cases.....	23
Faculty-level discipline cases	27
Campus Life cases	29
Campus Life cases (UDP).....	31
Exam misconduct	34
Halls discipline cases (Residential Services)	36

¹ Presented to Senate in February 2025

Appeals against disciplinary outcomes handled by TLD	39
Section 6: Fitness to Practise	40
Faculty Fitness to Practise cases	40
Appeals against Fitness to Practise outcomes handled by TLD	42
Section 7: Complaints taken by students to the Office of the Independent Adjudicator (OIA).....	43
Section 8: Profile of student population 2023/24	47

Section 1: Executive summary

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

Previous Senate reports, together with procedural information, are available on the TLD website: <https://www.staffnet.manchester.ac.uk/tlso/academic-appeals-complaints-and-misconduct/>

The past year

The overall number of formal cases across the different Regulations remains a relatively small proportion of the total student population and has fallen 0.34% from 2022/23.

	Cases	Pop	% of total student population
2022/23	1,781	46,001	3.87%
2023/24	1,625	45,995	3.53%

Formal complaints

- Students are currently able to submit complaints of bullying/harassment under [Regulation XVIII \(Student Complaints\)](#) and the [Dignity at Work and Study Policy](#).
 - Some of these cases are handled at Faculty level and in 23/24, 20% of Faculty level complaints were Dignity at Work and Study complaints (compared to 23% in 22/23)
 - Reports of this nature (including allegations of [sexual misconduct](#)) may now also be investigated by the Division of Campus Life by two dedicated Advice and Response Lead Investigators. Data on formal Campus Life investigations are not yet available for this report but will be included in future Reports to Senate.
 - A consultation on a redrafted Dignity at Work and Study policy/procedure suite, as well as on a re-drafted Regulation XVIII, will begin in early 2025. Further detail is included below.
- The Division of Campus Life also receives reports of harassment/hate/gender-based violence through its Report and Support platform and those figures are reported via other channel(s).
- Other formal complaints are predominantly related to academic provision/progress (38%) or facilities/services (22%).
- Complaints regarding accommodation are submitted directly to Residential Services. In 2023/24 complaints to Residential Services increased from 56 to 68. These predominantly related to maintenance issues and the condition of some of our stock (57%).

Academic misconduct

- School-level academic misconduct cases have fallen very slightly this year, from 477 to 457.
- Plagiarism remains the largest proportion of misconduct cases dealt with at School (53%) and Faculty level (54%). The proportion of collusion cases has risen both at School and Faculty level.

- The guidance around [good practice in using Generative AI](#) (GenAI) was published in 2022/23. In 23/24 the first data has been captured on cases of alleged misconduct involving GenAI at School level (3%). Schools and Faculties will be asked to capture alleged improper use of GenAI in 24/25.
- There remains a high proportion of academic misconduct cases involving Chinese and Asian or Asian British students. In instances where action was taken in respect of academic misconduct:
 - At School level, 37% were Chinese and 17% Asian or Asian British.
 - At Faculty level, 36% were Chinese and 24% Asian or Asian British.
 - This compares to the % ethnicity across the University of 18% Chinese and 12% Asian or Asian British.
 - White students made up 42% of the University population, and 19% of School-level cases and 17% of Faculty-level cases.
- Following the 22/23 Report to Senate, the Student Conduct and Discipline Committee (SCDC) convened a working group to explore the over-representation of Chinese and Asian/Asian British students in academic misconduct cases. Progress updates are detailed in their own section below.

SCDC working group: ethnicity and academic malpractice

This item was considered in a report to the May 2024 meeting of the Academic Quality and Standards Committee for Teaching, Learning and Students (AQSC). A roundtable discussion had been held with colleagues from the DSE, the University Centre for Academic English (UCAE), the Students' Union, and Library. The discussion noted that,

- The Library is collaborating with the Advice and Response Manager to develop a University academic integrity course, prioritising international students.
- While the UCAE supports international students, particularly via its pre-session programme, it does not focus on academic malpractice and needs additional resources to expand its support.
- International students often face challenges with essay writing, especially if English isn't their first language, increasing the risk of malpractice.
- Messaging and training on academic malpractice/integrity should be embedded throughout programmes, not just the beginning of one academic year.
- Anecdotal concerns include poor English proficiency, with some students requiring translators during hearings, and potential gaps in communication by international agents about language requirements. Social integration challenges further hinder conversational English development, though the International Society could help address this.
- Efforts must carefully distinguish and not conflate the two demographics of concern and avoid framing students as being in deficit, to prevent negative connotations.

Some preliminary recommendations were made for moving the work forward, as below, with updates where available.

Action	Update
Development of the Library's Academic Integrity/Malpractice Course.	Complete and live via this link .
Revisit the pre-sessional programme to explore whether there may be benefit to embedding student messages on Academic Integrity/Malpractice.	UCAE's preference is to focus on the more positive academic skills rather than malpractice directly. UCAE has a substantive offering, not just pre-sessional, but workshops throughout the year and online recommendations.
Identify/provide a place for students to be referred to for language support when it is known they may be struggling.	<p>Ongoing. The central Conduct and Discipline team has been signposting students to UCAE in cases where a language-based issue is identified. The next step may be to advise caseworkers elsewhere in the University so this signposting can be embedded throughout.</p> <p>The Library's Academic Integrity course now includes a section on support and a link to UCAE.</p> <p>Where language barriers are significant (for example where students ask for a translator at hearings) there is now a clearer position on this in the Student Supporter Guidance and SCDC has recommended feedback to Schools/admissions as well.)</p>
Develop a communications plan for academic malpractice messaging and utilise communication modes/channels that students may be more receptive to.	<p>Articles are being released through Student Comms before assessment periods. An example can be seen at this link.</p> <p>A Conduct and Discipline section of the Student Support website is in active development.</p>
Seek feedback from students within the demographics of concern within the data (either through the Students' Union or Students As Partners) to gather their views of why malpractice may be prevalent and what the University can do to address this.	Ongoing.
Revisit Dr. Debbie Ellen & Professor Aneez Esmail's 2020 Case review of academic appeals and academic malpractice to see if there are any	The report's recommendations have already been implemented, but the Conduct and Discipline team is exploring what more could be done to strengthen these actions.

Action	Update
observations/recommendations that require action.	
Seek an update on the differential attainment and academic malpractice research initially commissioned by Professor Gabrielle Finn and Dr. Adam Danquah in the FBMH.	Ongoing.
Documentary review of a sample of academic malpractice cases referred to the Conduct and Discipline Team to see if any key themes can be identified to assist with work in this area.	The C&D team has thus far looked at exam misconduct cases. Pre-exam announcements will now be more audible, coherent, and consistent, and 'warning' wording for answer booklets will soon be revised when current stocks expire. The C&D team may look at misconduct cases beyond exam misconduct.
UCAE to continue to work through the recommendations from its last review and to be supported in accessing the resource it may require.	Ongoing

Halls discipline and fines

Prior to the 2023/24 academic year most penalties for breaches in Halls of Residence were fines. Given the cost-of-living crisis and the move towards a harm reduction approach, Halls Discipline reviewed the penalties and moved towards a more educational and reflective approach. In the 2023/24 academic year, Halls Discipline introduced new online training modules and a reflective piece of writing as a penalty outcome instead of fines for the majority of first-time breaches. There are three training modules students may be asked to undertake: Respecting Your Community, Fire Safety, and Staying Safe (Drugs & Alcohol). Last year the team also saw a reduction in disciplinary cases in Halls of Residence compared to the year before.

Academic appeals

- This year, for the first time we have captured figures on Stage One (informal) academic appeals handled within Schools and Doctoral Academies.
 - HUMS handled 40% of Stage One appeals (44% of students in 23/24 were registered in HUMS).
 - FSE handled 36% of Stage One appeals (28% of students in 23/24 were registered in FSE).
 - FBMH handled 24% of Stage One appeals (28% of students in 23/24 were registered in FBMH).
- In 2023/24 the number of Stage Two (formal, Faculty) academic appeals fell significantly for the second time since 2019, from 398 to 294.
 - In 2022/23 FBMH received 46% of all Faculty appeals, HUMS 21%, and FSE 27%.

- In 2023/24 FBMH received 32% of all Faculty appeals (a 14% decrease), HUMS 40% (a 19% increase), and FSE 26%.
- In 2023/24 students primarily appealed against 'other decision of the Board of Examiners' (37%), exclusions due to academic failure (33%), and degree classification awarded (29%).
- As in previous years, by far the most common ground of appeal was late mitigating circumstances.
- In 2023/24 the majority of formal appellants were Chinese students (32%), Asian or Asian British (21%), and White or White/British (18%). The University ethnicity breakdown is 18% Chinese, 12% Asian or Asian British and 42% White students.

Review requests/appeals handled by Teaching and Learning Delivery (TLD)

- The total number of cases handled by the TLD team increased from 107 in 22/23 to 141 in 23/24.
- In 2023/24 15% of complaint review requests were upheld or partially upheld (a decrease from 48% in 2022/23).
- In 2023/24, 19% of academic appeal review requests were upheld or partially upheld (a decrease from 36% in 2022/23).
 - Whilst complaint and academic appeal review requests appear to have fallen by a significant percentage in 23/24, we cannot report a particular reason for this and believe the numbers may be too small to be statistically meaningful.
- In 2023/24, 20% of disciplinary outcome appeal requests were upheld or partially upheld (an increase from 10% in 2022/23).

Complaints received by the Office of the Independent Adjudicator (OIA)

- The number of OIA complaints processed by the TLD team increased from 45 in 2022/23 to 69 in 2023/24.
- 39% of the complaints were from FSE, 33% from Humanities, and 22% from FBMH.
- In 2023/24 no cases were found to be justified and 1 case was found to be partly justified. Further details on outcomes are in section 7 of this report.

Updates and future priorities

Appeals, Complaints, Conduct, and Discipline (ACCD) network

- The ACCD network membership has almost doubled since last year's Report to Senate, with 347 current members, academic and non-academic colleagues across the University.
- The second annual ACCD Conference successfully took place in July 2024 with a 'student mental health' theme. The event is open to all network members and features presentations and updates, and afternoon workshops. Feedback from the two ACCD Conferences in 2023 and 2024 has been extremely positive. The third annual ACCD Conference will take place in July 2025.
- The ACCD network has a Teams space where updates are shared, and a SharePoint site featuring a calendar of open meetings, support, guidance, training resources, and toolkits.
- The network continues to be a positive community of practice. We continue to encourage academic and student support colleagues to join.

Regulation XVIII (Student Complaints)

- A full review of the Dignity at Work and Study (DAWS) policy suite took place in 22/23 and included colleagues from Campus Life, TLD, Equality Diversity and Inclusion, People & Organisational Development, and the University's legal team.
- A review of Reg XVIII also took place alongside the DAWS review. 'People' complaints will be removed from Reg XVIII and will sit within the new DAWS policy suite. The focus of the review of Reg XVIII was on plain/accessible language, support information, and introducing online forms.
- Final drafts of all policy/procedure documents are now ready for consultation, scheduled to begin in early 2025.

Stage One academic appeals

- In 23/24 several Schools raised concerns within the Teaching and Learning Delivery Operational Management Group (TLD OMG) over delays in handling Stage One (informal) academic appeals. Concerns related to difficulties in responding to appeals within expected timeframes.
- TLD OMG gathered data from Schools and Doctoral Academies on case numbers and current practice. A sub-group was subsequently convened to review and evaluate current processes and procedures for managing academic appeals within Schools and Doctoral Academies.
- The subgroup has been asked to identify areas for improvement and make recommendations to ensure consistency, transparency, and efficiency in the appeals process. These recommendations will be made to the Teaching and Learning Delivery Operational Management Group in the spring of 2025.

Section 2: summary of all cases considered in 2023/24

All cases considered in 2023/24

	Inc. Faculty and Accom complaints						Inc. School, Faculty, Accom, and Campus Life.					
	Academic appeals			Complaints			Conduct & Discipline			Fitness to Practise		
	22/23	23/24	% - / +	22/23	23/24	% - / +	22/23	23/24	% - / +	22/23	23/24	% - / +
Formal	398	284	-29%	123	118	-4%	1,124	999	-11%	19	14	-26%
Review	36	58	+61%	23	20	-13%	48	60	+	0	3	+
OIA	34	41	+21%	11	15	+36%	0	12	+	0	1	+
TOTAL	468	383	-18%	157	153	-3%	1,172	1,071	-9%	19	18	-5%

Case numbers and University population

	Pop.	Academic Appeals ²		Formal complaints ³		Conduct & Discipline ⁴		2023/24 Total	2022/23 Total	% +/-
		No.	%	No.	%	No.	%			
HUMS	20,220	144	0.7%	86	0.4%	479	2.4%	709 (4%)	789 (4%)	-10%
FSE	12,977	121	0.9%	31	0.2%	390	3%	542 (4%)	445 (3%)	+22%
FBMH	12,798	110	0.9%	33	0.3%	202	1.6%	345 (3%)	532 (4%)	-35%
<i>Unknown⁵</i>	-	8		3		0		11	31	-65%

Percentages above show percentage of Faculty population, rather than of grand total for case type.

² Includes Formal (Faculty) stage cases, review stage (TLD) cases, and OIA cases.

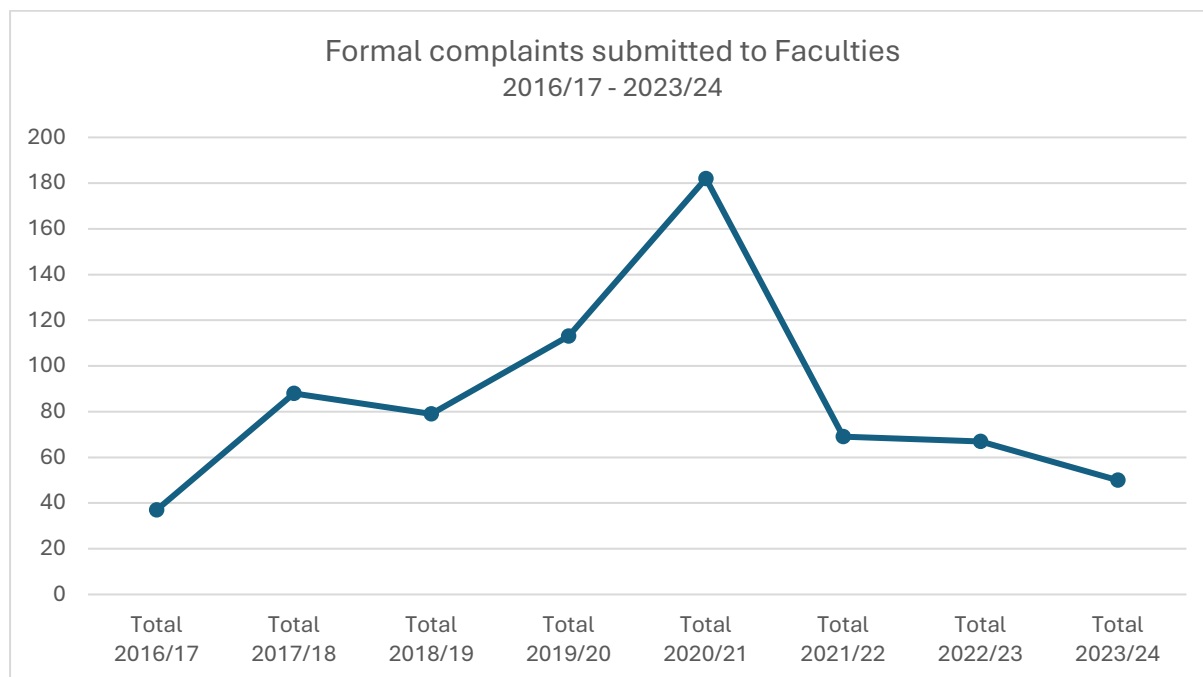
³ Includes Formal (Faculty) stage cases, accommodation cases, review stage (TLD) cases, and OIA cases.

⁴ Includes School, Faculty, Campus Life, and Halls discipline data, as well as appeal stage (TLD) cases and OIA cases.

⁵ Campus Solutions returns data integrity errors for these student IDs.

Section 3: Regulation XVIII (Student Complaints)

Formal complaints submitted to Faculties



Total 2023/24	50
Total 2022/23	67
Total 2021/22	69
Total 2020/21	182

Summary of Faculty (formal) complaints

Faculty	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
HUMS	20	9	2	16	15	22	3	6	31 (62%)	21 (32%)
FBMH	7	3	2	8	4	9	0	3	12 (24%)	22 (34%)
FSE	5	0	2	1	6	6	1	0	7 (14%)	22 (34%)
Total	32	12	6	25	25	37	4	9	50	65⁶

⁶ The 22/23 grand total included an additional two complaints where academic career and other data were not indicated on Campus Solutions, i.e. 67 grand total.

Type of Faculty (formal) complaint

Type	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Academic provision/progress	17	2	0	12	7	14	2	3	19 (38%)	12 (18%)
Facilities/Services	6	5	0	4	7	7	2	2	11 (22%)	15 (23%)
<i>Unspecified</i>	6	2	2	4	6	10	0	0	10 (20%)	20 (31%)
Dignity at Work and Study	3	3	4	5	5	6	0	4	10 (20%)	15 (23%)
Supervision	0	0	0	0	0	0	0	0	0 (0%)	3 (5%)
Total	32	12	6	25	25	37	4	9	50	65

Faculty complaint outcomes

Type	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Dismissed	15	6	2	12	11	19	2	2	23 (46%)	32 (50%)
Upheld	12	4	0	8	8	10	2	4	16 (32%)	16 (24%)
Ongoing	3	1	3	2	5	4	0	3	7 (14%)	13 (20%)
Withdrawn	2	1	1	3	1	4	0	0	4 (8%)	2 (3%)
Referred	0	0	0	0	0	0	0	0	0 (0%)	2 (3%)
Total	32	12	6	25	25	37	4	9	50	65

Of the 16 cases that were upheld at Faculty in 2023/24:

- 11 were offered payments in recognition of delays, miscommunication, and maladministration. The payments totalled £8,437 and all were Humanities students.
- 1 student was offered a refund of semester two fees.
- 2 were offered an apology.
- 1 was offered an explanation.
- 1 outcome was not provided.

In 2023/24 11 cases resulted in a payment (compensation) at the Faculty stage compared to 4 cases in 2023/24 and 2 cases in 2022/23.

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

Ethnicity	UK		EU		OS		23/24 Total	22/23 Total	University pop % Ethnicity
	F	M	F	M	F	M			
White or White Irish/British	12	7	0	2	0	1	22 (44%)	44 (68%)	42%
Black or Black British	5	0	0	0	1	0	6 (12%)	0 (0%)	4%
Asian or Asian British	0	4	0	0	1	0	5 (10%)	6 (9%)	12%
Arab	0	1	0	0	0	3	4 (8%)	3 (5%)	3%
Mixed - White and Asian	1	2	0	0	0	0	3 (6%)	1 (2%)	2%
Other Black Background	0	1	0	0	1	0	2 (4%)	1 (2%)	<1%
Mixed - White and Black	1	0	0	1	0	0	2 (4%)	0 (0%)	1%
<i>Not declared/known</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>2 (4%)</i>	<i>0 (0%)</i>	<i>11%</i>
Other Mixed Background	0	1	0	0	0	0	1 (2%)	0 (0%)	2%
Chinese	1	0	0	0	0	0	1 (2%)	6 (9%)	18%
Other Asian Background	0	0	0	0	1	0	1 (2%)	0 (0%)	4%
Other Ethnic Background	0	0	0	0	0	1	1 (2%)	3 (5%)	1%
Grand Total	21	16	0	4	4	5	50	65	

Accommodation complaints

While many Regulation XVIII complaints are submitted to Faculties, complaints regarding accommodation are submitted directly to Residential Services. In 2023/24 the total number of complaints to Residential services was 68 compared to 56 in 2022/23.

Total 2023/24	68
Total 2022/23	56
Total 2021/22	70
Total 2020/21	54

Summary of accommodation complaints

Type	Upheld	Partially Upheld	Dismissed	23/24 Total	22/23 Total
Maintenance	8	1	30	39 (57%)	33 (59%)
Multiple/other	0	1	5	6 (9%)	10 (18%)
Infestation	0	1	5	6 (9%)	1 (2%)
Room allocation	0	0	5	5 (7%)	0 (0%)
ResLife service	0	0	4	4 (6%)	2 (4%)
Other domestic	0	1	2	3 (4%)	5 (9%)
Internet	0	1	1	2 (3%)	4 (7%)
Financial	0	1	0	1 (1%)	0 (0%)
Safety/security	0	0	1	1 (1%)	0 (0%)
Construction	0	0	1	1 (1%)	0 (0%)
Reception service	0	0	0	0 (0%)	1 (2%)
Grand total	8	6	54	68	56

Financial redress (compensation)

Total 2023/24	£1,809
Total 2022/23	£8,598
Total 2021/22	£10,958
Total 2020/21	£678

The total amount awarded in 2023/24 was £1,809, a significant reduction on 2022/23. Some of the issues compensated for were:

- Leaks in rooms.
- Mould on personal items.
- Lack of heating.
- Leaking shower.
- Silverfish.
- Maladministration (incorrect payment plan).
- Personal items disposed of.

Review of formal complaint outcomes by TLD

Summary of complaint outcome review requests

20 students (compared with 23 in 2022/23) requested a review of their formal complaints by the Director of Student and Academic Services.

3 cases were fully or partially upheld, with outcomes as follows:

- £250 payment relating to delays, maladministration (HUMS, SALC).
- £300 payment relating to a delay (FSE, SoNS).
- £500 payment relating to an error and delay (FSE, SoNS).

Outcome	Level of study			Gender		Fee status				23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS	UKWN		
Not upheld	9	5	2	9	7	8	0	7	1 ⁷	16 (80%)	10 (43%)
Fully/partly upheld	3	0	0	1	2	3	0	0	0	3 (15%)	11 (48%)
Withdrawn/terminated	0	0	1	0	1	0	0	1	0	1 (5%)	0 (0%)
Dismissed	0	0	0	0	0	0	0	0	0	0 (0%)	0 (0%)
Out of time	0	0	0	0	0	0	0	0	0	0 (0%)	2 (9%)
Total	12	5	3	10	10	11	0	8	1	20	23

Total 2023/24	20
Total 2022/23	23
Total 2021/22	12
Total 2020/21	16

Summary of complaint outcome review requests by ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		UKWN	23/24 Total	22/23 Total	University pop % Ethnicity
	F	M	F	M	F	M	F			
White or White Irish/British	6	5	0	0	0	0	0	11 (55%)	15 (65%)	42%
Chinese	0	0	0	0	2	1	0	3 (15%)	1 (4%)	18%
Arab	0	0	0	0	0	2	0	2 (10%)	0 (0%)	3%
Other Ethnic Background	0	0	0	0	0	1	0	1 (5%)	0 (0%)	1%
Asian or Asian British	0	0	0	0	1	0	0	1 (5%)	5 (22%)	12%
Other Mixed Background	0	0	0	0	0	1	0	1 (5%)	0 (0%)	2%
<i>Data error</i>	0	0	0	0	0	0	1	1 (5%)	0 (0%)	-
Black or Black British	0	0	0	0	0	0	0	0 (0%)	1 (4%)	4%
Other Asian Background	0	0	0	0	0	0	0	0 (0%)	1 (4%)	4%
Grand Total	6	5	0	0	3	5	0	20	23	

The 3 students whose cases were partly upheld were White or White Irish/British.

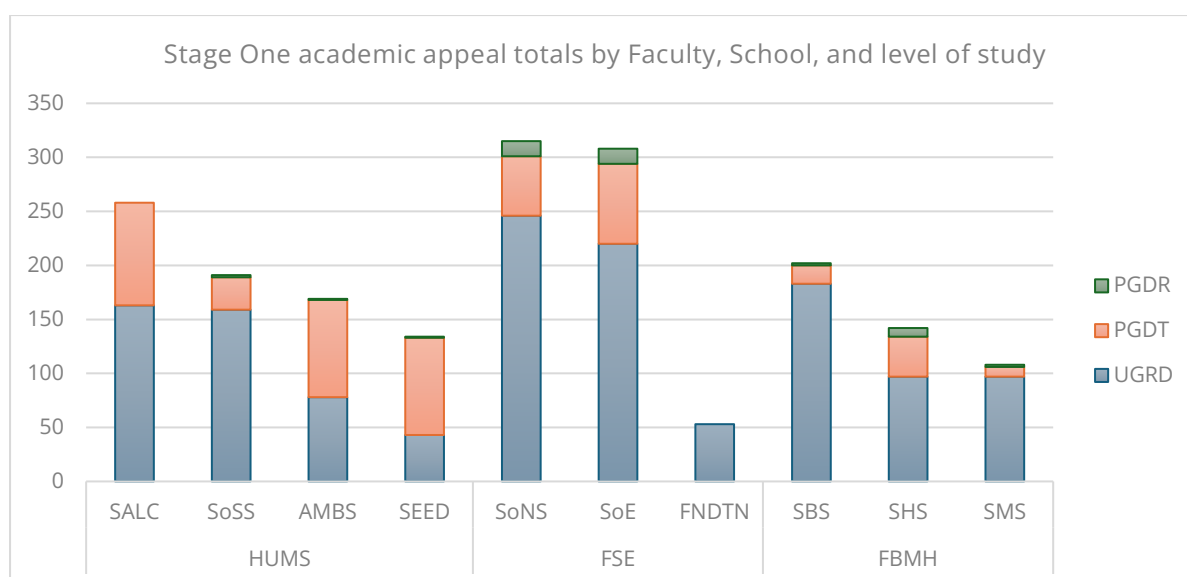
⁷ This AMBS student ID returns a data error for fee status.

Section 4: Regulation XIX (Academic appeals)

Stage One (informal) academic appeals submitted to Schools and Doctoral Academies (DAs)

Stage One (formerly 'informal') academic appeals have not previously been included in this report. With the introduction of the updated Regulation XIX in September 2023, the procedure for the first stage of appeal has been more defined and so Schools and DAs have now been asked to provide appeal data.

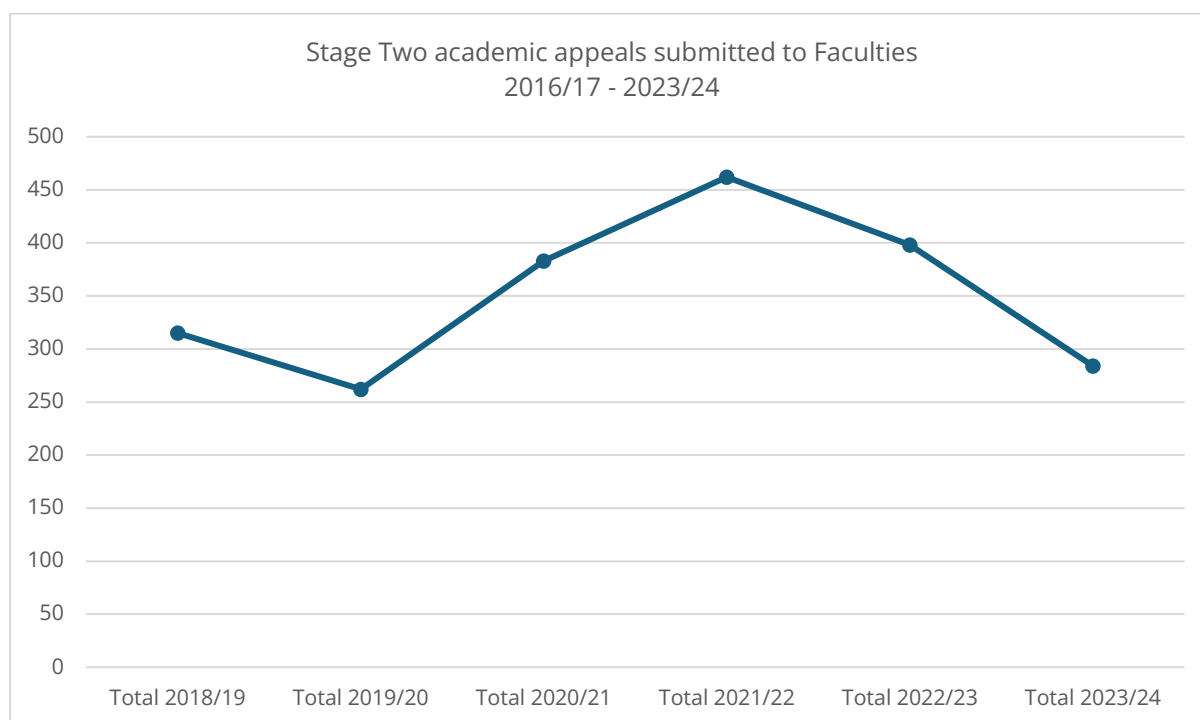
Faculty	School	Level of study			Gender			Fee status			23/24 total
		UG	PGT	PGR ⁸	F	M	Other	UK	EU	OS	
HUMS	SALC	163	95	0	175	82	1	159	6	93	258 (14%)
	SoSS	159	30	2	122	69	0	90	7	94	191 (10%)
	AMBS	78	90	1	79	90	0	33	3	133	169 (9%)
	SEED	43	90	1	84	48	2	46	3	85	134 (7%)
FSE	SoNS	246	55	14	124	191	0	89	9	217	315 (17%)
	SoE	220	74	14	70	238	0	111	8	189	308 (16%)
	FNDTN	53	0	0	24	29	0	32	1	20	53 (3%)
FBMH	SBS	183	17	2	130	72	0	133	11	58	202 (11%)
	SHS	97	37	8	114	28	0	79	3	60	142 (6%)
	SMS	97	9	2	70	38	0	84	3	21	108 (6%)
Total		1,339	497	44	992	885	3	856	54	970	1,880⁹



⁸ PGR appeals are handled by Doctoral Academy teams.

⁹ An additional 4 student IDs return a data error in Campus Solutions, i.e. 1,884 grand total.

Stage Two (formal) academic appeals submitted to Faculties



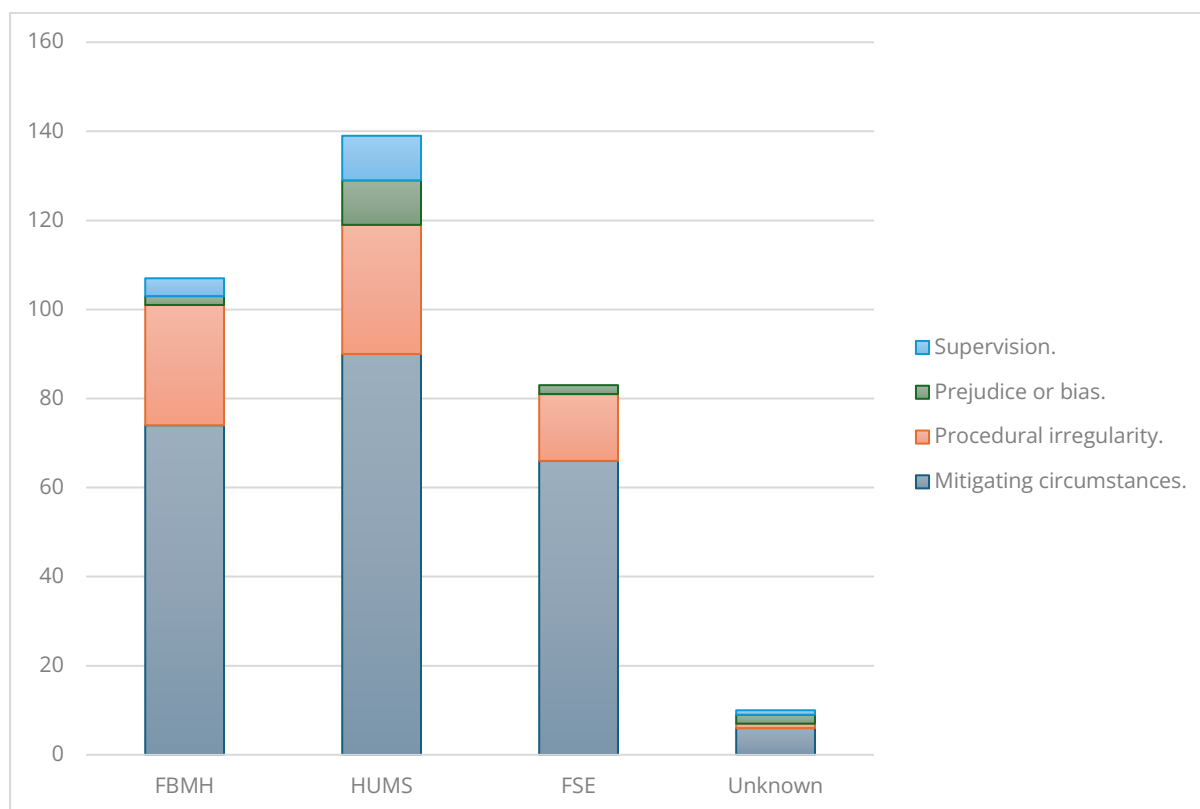
Total 2023/24	284
Total 2022/23	398
Total 2021/22	462
Total 2020/21	383
Total 2019/20	262

Summary of Stage Two academic appeals

Faculty	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
HUMS	56	54	2	68	44	44	6	62	112 (40%)	83 (21%)
FBMH	70	14	6	53	37	55	4	31	90 (32%)	182 (46%)
FSE	57	15	3	23	52	18	3	54	75 (26%)	106 (27%)
Data error									7 (2%) ¹⁰	27 (7%)
Total	183	83	11	144	133	117	13	147	284	398

¹⁰ These student IDs return a data error in Campus Solutions; these cases are only included in this column for 23/24.

Stage Two 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			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Other decision of BoE/equivalent, or not recorded	73	31	1	54	51	41	5	59	106 (37%)	176 (44%)
Exclusion due to academic failure	66	16	8	45	45	34	5	51	95 (33%)	147 (37%)
Degree classification/ qualification awarded	43	35	2	45	35	41	3	36	81 (29%)	71 (18%)
Exclusion due to work and attendance	1	1	0	0	2	1	0	1	2 (<1%)	4 (1%)
Data error									7 (2%) ¹¹	
Total	183	83	11	144	133	117	13	147	284	398

¹¹ These student IDs return a data error in Campus Solutions; these cases are only included in this column for 23/24.

Stage Two appeal outcomes

Outcome	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Dismissed - invalid grounds	59	34	2	51	44	46	5	44	95 (33%)	69 (17%)
Dismissed - no substance	51	26	7	38	46	28	4	52	84 (30%)	113 (28%)
Appeal upheld	44	17	1	37	25	35	1	26	62 (22%)	139 (35%)
Withdrawn/Not Pursued	26	5	1	15	17	7	3	22	32 (11%)	57 (14%)
Ongoing	3	1	0	3	1	1	0	3	4 (1%)	20 (5%)
Data error									7 (2%) ¹²	0 (0%)
Total	183	83	11	144	133	117	13	147	284	398

The number of appeals dismissed on the basis that they are invalid, as allowed for by paragraph 4.6.1 of [Regulation XIX](#), saw an increase in 2023/24 from 17% to 33%. A Stage Two 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 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 good, evidenced reason why they did not utilise the mitigating circumstances procedure prior to receiving their results).

¹² These student IDs return a data error in Campus Solutions; these cases are only included in this row/column for 23/24.

Stage Two academic appeals by fee status, ethnicity, and gender

Ethnicity	UK		EU		OS		23/24 Total	22/23 Total	University pop % Ethnicity
	F	M	F	M	F	M			
Chinese	1	1	1	0	47	40	90 (32%)	108 (27%)	18%
Asian or Asian British	17	19	1	0	14	10	61 (21%)	80 (20%)	12%
White or White Irish/British	20	20	5	6	1	2	54 (18%)	75 (19%)	42%
Black or Black British	14	7	0	0	1	4	26 (9%)	32 (8%)	4%
Arab	0	2	0	0	9	6	17 (6%)	38 (10%)	3%
Other Asian Background	1	1	0	0	5	6	13 (5%)	15 (4%)	4%
<i>Not declared/known</i>	2	2	0	0	0	1	5 (2%)	0 (0%)	11%
Mixed - White and Black	1	1	0	0	0	0	2 (<1%)	9 (2%)	1%
Other Mixed Background	1	1	0	0	0	0	2 (<1%)	3 (1%)	2%
Other Black Background	1	1	0	0	0	0	2 (<1%)	1 (<1%)	<1%
Mixed - White and Asian	1	1	0	0	0	0	2 (<1%)	6 (2%)	2%
Gypsy or Traveller	0	0	0	0	1	0	1 (<1%)	0 (0%)	<1%
Other Ethnic Background	0	1	0	0	0	0	1 (<1%)	8 (2%)	1%
Other White Background	0	1	0	0	0	0	1 (<1%)	0 (0%)	<1%
<i>Data error</i>							7 (2%) ¹³	23 (6%)	
Grand Total							284	398	

Review of Stage Two appeal outcomes by TLD

Summary of all Stage Two appeal review requests

58 students (compared with 36 in 2023/24) requested a review of their formal academic appeal outcome by the Director of Student and Academic Services.

Faculty	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
FSE	16	13	2	9	22	3	0	15	31 (53%)	21 (58%)
HUMS	5	12	1	8	10	8	1	22	18 (31%)	8 (22%)
FBMH	6	0	3	5	4	5	0	4	9 (16%)	7 (19%)
Total	27	25	6	22	36	16	1	41	58	36

Total 2023/24	58
Total 2022/23	36
Total 2021/22	27
Total 2020/21	31

¹³ These student IDs return a data error in Campus Solutions; these cases are only included in this row/column for 23/24.

Outcome of Stage Two appeal reviews

Outcome	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Not upheld	21	22	3	16	30	11	1	34	46 (79%)	18 (50%)
Upheld	4	1	2	4	3	2	0	5	7 (12%)	9 (25%)
Partly upheld	2	2	0	1	3	2	0	2	4 (7%)	4 (11%)
Ongoing	0	0	1	1	0	1	0	0	1 (2%)	0 (0%)
Out of time	0	0	0	0	0	0	0	0	0 (0%)	5 (14%)
Total	27	25	6	22	36	16	1	41	58	36

We have this year seen an increase in the number of academic appeal cases taken to review stage. The 11 cases that were fully or partly upheld had outcomes as follows:

- Reassessments permitted.
- Further dissertation assessment attempt due to mitigating circumstances.
- DASS referral and further assessment attempt.
- Payment offered in recognition of distress and inconvenience (£1,500).
- Reconsideration of mitigating circumstances request (two cases).
- Extend application of mitigation to an additional course unit.
- Reconsideration of BoE decision due to procedural irregularity and payment in recognition of distress and inconvenience (£500).
- Further assessment attempt and reminder of duty to offer DASS referral.
- Formal apology and payment in recognition of distress and inconvenience (£300).

Total payments offered at the review stage total £2,300.

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

Stage Two appeal outcome review requests by fee status, ethnicity, and gender

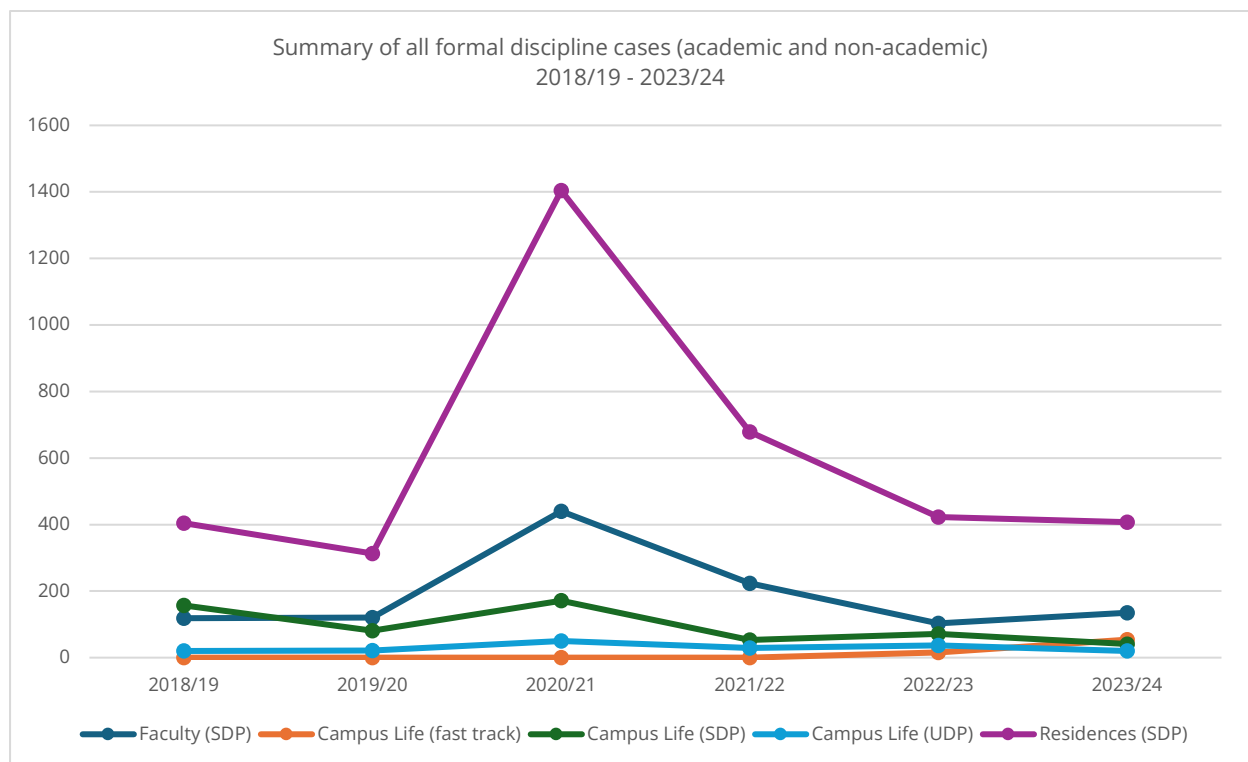
Ethnicity	UK		EU		OS		23/24 Total	22/23 Total	University pop % Ethnicity
	F	M	F	M	F	M			
Chinese	0	1	0	0	14	12	27 (47%)	14 (39%)	18%
Asian or Asian British	1	5	0	0	2	4	12 (21%)	6 (17%)	12%
White or White Irish/British	3	4	0	0	0	0	7 (12%)	4 (11%)	42%
Arab	0	0	0	0	2	3	5 (9%)	9 (25%)	3%
Black or Black British	0	1	0	0	0	1	2 (3%)	1 (3%)	4%
Other Asian Background	0	0	0	0	0	2	2 (3%)	1 (3%)	4%
Mixed – White and Black	0	1	0	0	0	0	1 (2%)	0 (0%)	1%
Other Ethnic Background	0	0	0	1	0	0	1 (2%)	0 (0%)	1%
<i>Not declared/known</i>	0	0	0	0	0	1	1 (2%)	0 (0%)	11%
Other Black Background	0	0	0	0	0	0	0 (0%)	1 (3%)	<1%
Grand Total	4	12	0	1	18	23	58	36	

Section 5: Reg XVII (Conduct and discipline of students)

Conduct/discipline cases may relate to either academic malpractice or non-academic misconduct and are handled in several locations across the University depending on the nature of the allegation, the seriousness, the student's previous history, etc. The Student Conduct and Discipline Committee (SCDC) chaired by the Vice-President for Teaching, Learning and Students maintains a strategic and operational overview of student conduct and discipline matters.

Summary Disciplinary Panels (SDPs) are for less serious cases of misconduct and can take place anywhere in the University. University Disciplinary Panels (UDPs) are for the most serious cases of misconduct and are facilitated by the Division of Campus Life.

Summary of all formal discipline cases

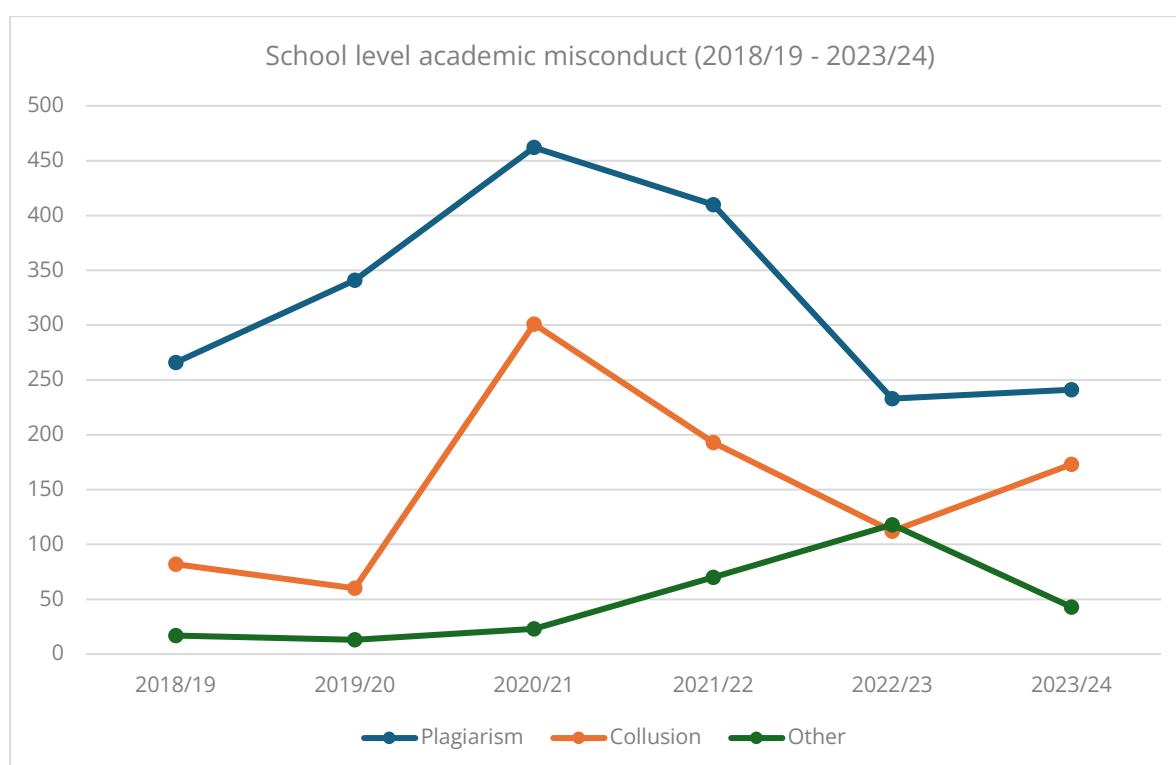


School-level discipline cases

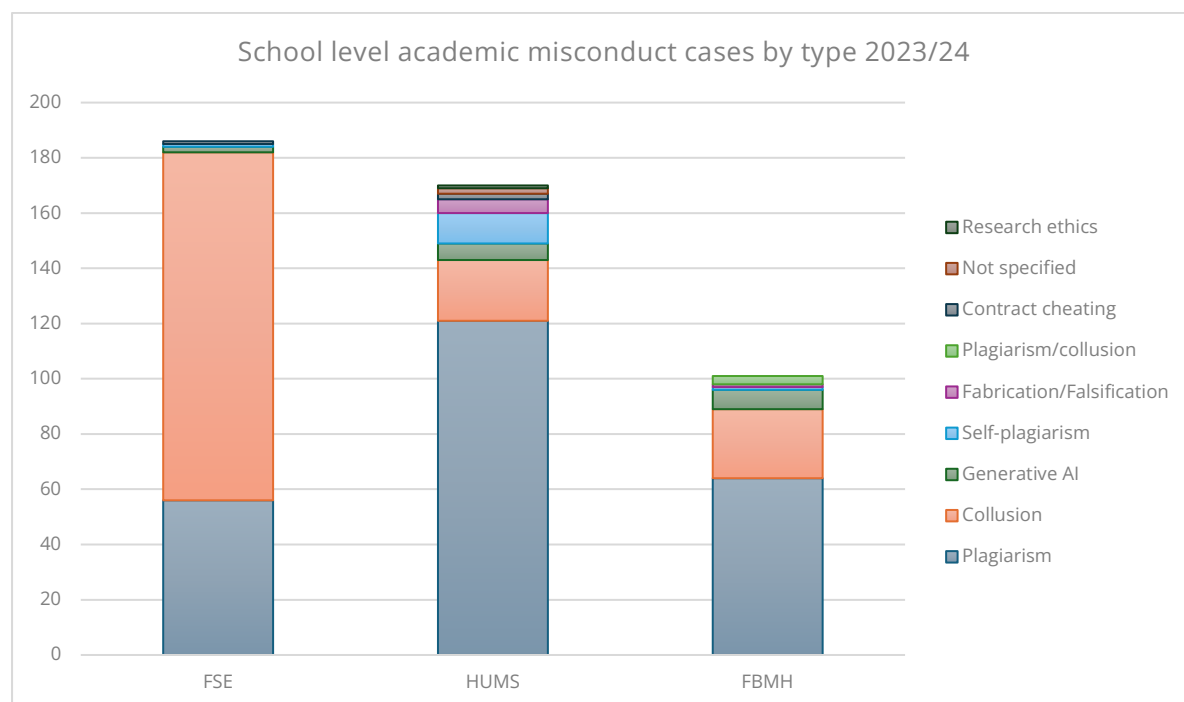
Except in severe cases, Schools handle first allegations of UG and PGT academic malpractice and may also handle some instances of non-academic misconduct. Plagiarism remains the most common type of misconduct that Schools investigate. The Teaching and Learning Delivery team requests data from Schools 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.

School-level academic misconduct cases



Summary of School-level academic misconduct cases



Type	Level of study		Gender		Fee status			23/24 total	22/23 total
	UG	PGT	F	M	UK	EU	OS		
Plagiarism	125	116	131	110	86	5	150	241 (53%)	223 (47%)
Collusion	152	21	52	121	46	5	122	173 (38%)	108 (23%)
AI	9	6	8	7	5	1	9	15 (3%)	0 (0%)
Self-plagiarism	8	5	7	6	6	0	7	13 (3%)	10 (2%)
Fabrication/falsification	5	1	3	3	3	0	3	6 (1%)	0 (0%)
Plagiarism & collusion	2	1	3	0	1	2	0	3 (<1%)	4 (1%)
Contract cheating	2	1	0	3	1	0	2	3 (<1%)	12 (3%)
Not specified	1	1	1	1	0	0	2	2 (<1%)	106 (22%)
Research ethics	0	1	1	0	1	0	0	1 (<1%)	0 (0%)
Total	304	153	206	251	149	13	295	457	463¹⁴

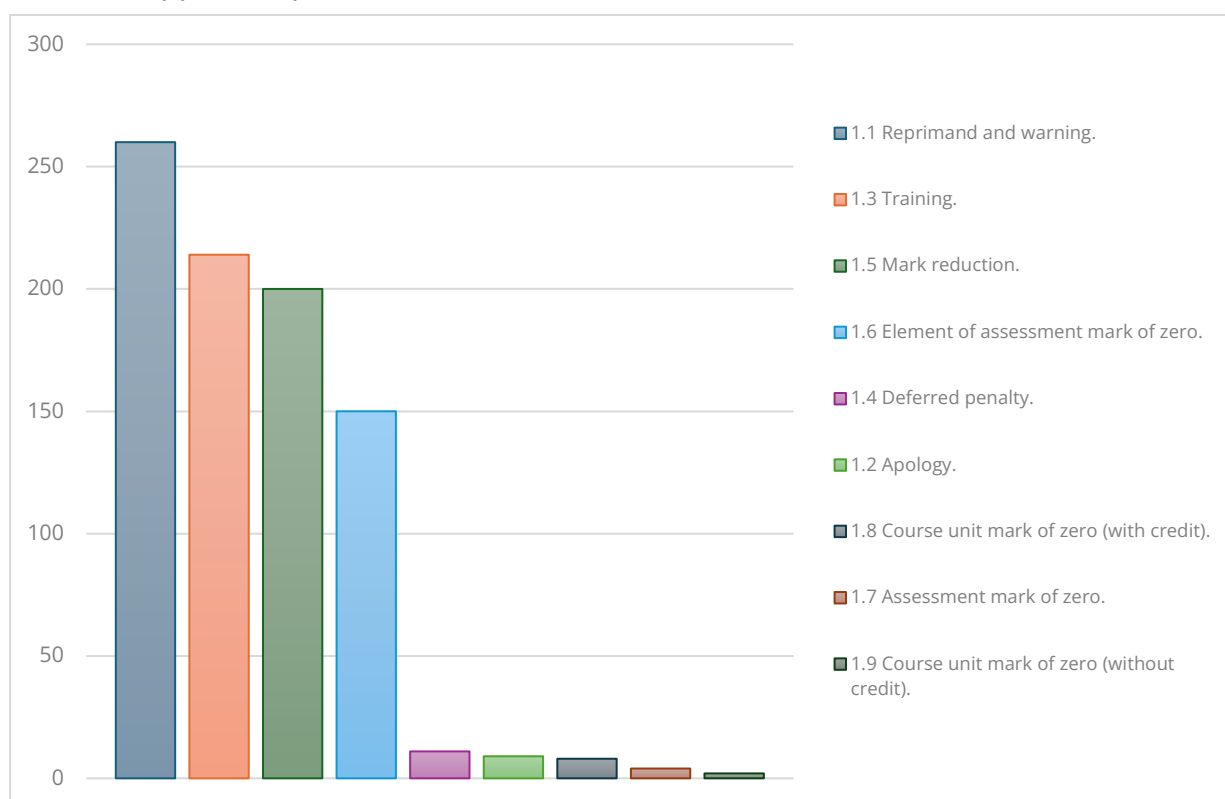
Total 2023/24	457
Total 2022/23	477
Total 2021/22	804
Total 2020/21	806

¹⁴ The 22/23 data originally included exam misconduct, which has been removed from this table in this report as exam misconduct is reported separately. The exam misconduct cases for 22/23 (14 total) are still included in tables not sorted by misconduct type.

Outcome of School-level discipline cases

Outcome	Level of study		Gender		Fee status			23/24 total	22/23 total
	UG	PGT	F	M	UK	EU	OS		
Proven	234	124	152	206	109	11	238	358 (78%)	352 (74%)
Not proven	38	23	34	27	22	2	37	61 (13%)	96 (20%)
Fast-track ¹⁵	18	0	9	9	9	0	9	18 (4%)	0 (0%)
Ongoing	9	5	7	7	7	0	7	14 (3%)	26 (5%)
Withdrawn	5	1	4	2	2	0	4	6 (1%)	0 (0%)
Total	304	153	206	251	149	13	295	457	477

Penalties applied in proven School-level academic misconduct cases



Note that multiple penalties are typically applied per proven case.

¹⁵ See p## for a description of the fast-track route.

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

Ethnicity	UGRD		PGDT		23/24 Total	22/23 Total	University Pop % Ethnicity
	F	M	F	M			
Chinese	29	63	38	38	168 (37%)	169 (35%)	18%
White or White Irish/British	35	39	10	1	85 (19%)	92 (19%)	42%
Asian or Asian British	22	28	14	12	76 (17%)	126 (26%)	12%
Arab	9	15	4	10	38 (8%)	35 (7%)	3%
Black or Black British	2	8	8	6	24 (5%)	17 (4%)	4%
Other Asian Background	11	10	0	3	24 (5%)	19 (4%)	4%
Mixed - White and Asian	4	3	1	1	9 (2%)	2 (<1%)	2%
Other Mixed Background	2	5	1	1	9 (2%)	7 (1%)	2%
Other White Background	5	2	0	0	7 (2%)	0 (0%)	<1%
<i>Not declared/known</i>	3	2	0	1	6 (1%)	2 (<1%)	11%
Other Ethnic Background	1	2	2	0	5 (1%)	2 (<1%)	1%
Mixed - White and Black	3	0	0	0	3 (<1%)	2 (<1%)	1%
Other Black Background	0	0	1	1	2 (<1%)	4 (1%)	<1%
White - Roma	1	0	0	0	1 (<1%)	0 (0%)	<1%
Grand Total	127	177	79	74	457	477	

Chinese students remain the greatest proportion of students subject to School-level academic misconduct procedures, and Asian or Asian British the second most prevalent group.

Chinese students represent 18% of the University's student population, and 12% are Asian or Asian British.

Faculty-level discipline cases

Summary of Faculty-level discipline cases

Faculty	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
FSE	77	9	3	28	61	35	0	54	89 (66%)	29 (28%)
HUMS	12	14	3	18	11	8	1	20	29 (21%)	24 (23%)
FBMH	12	5	0	15	2	9	2	6	17 (13%)	40 (39%)
Total	101	28	6	61	74	52	3	80	135	103

Faculty level discipline cases have increased overall by 31% from 22/23 to 23/24 (following a significant overall decrease of 54% from 21/22 to 22/23).

The spread of Faculty level discipline cases across the three Faculties has changed from 2023/24 with the number of cases in FBMH decreasing by 57% and the number of FSE cases increasing by 207%.

HUMS cases remain at a relatively similar number and proportion to 22/23.

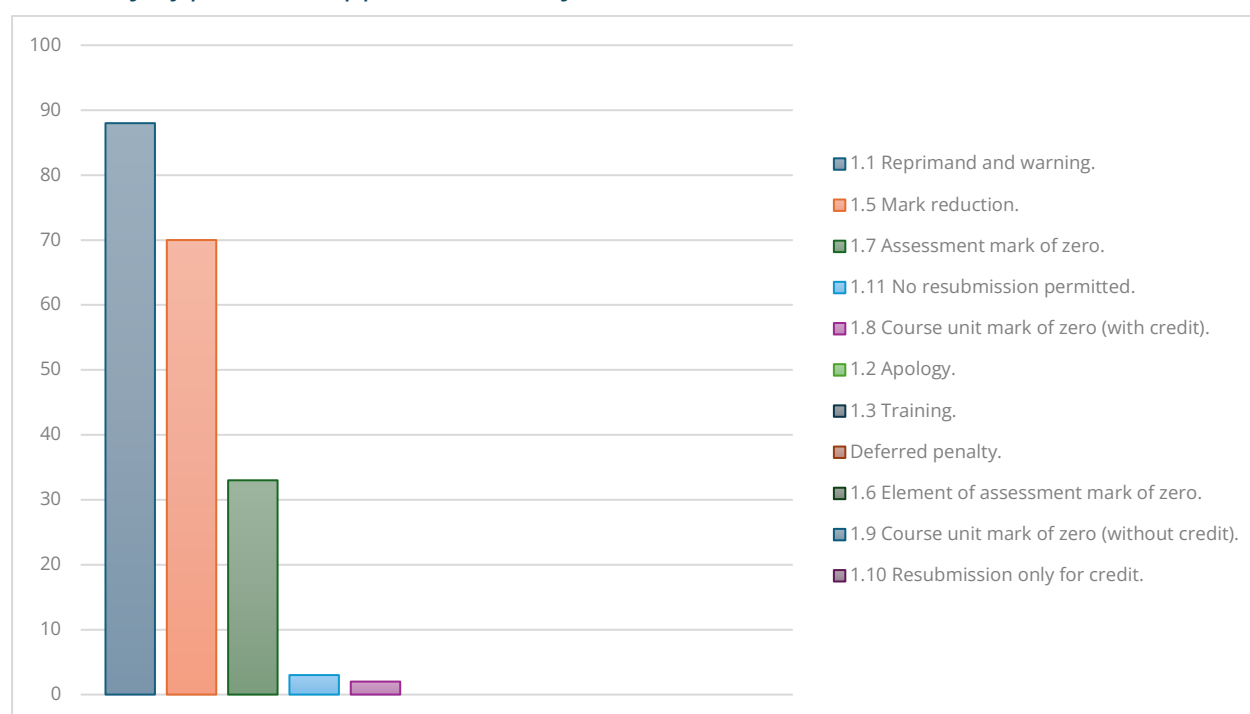
Summary of Faculty-level discipline cases by type

Type	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Plagiarism	51	19	3	41	32	29	3	41	73 (54%)	76 (74%)
Collusion	46	8	3	18	39	21	0	36	57 (42%)	24 (23%)
Other academic	1	1	0	1	1	1	0	1	2 (1%)	3 (3%)
Fabrication/ falsification	2	0	0	1	1	0	0	2	2 (1%)	0 (0%)
Non-academic	1	0	0	0	1	1	0	0	1 (<1%)	0 (0%)
Total	101	28	6	61	74	52	3	80	135	103

Summary of Faculty-level discipline cases by outcome

Outcome	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Proven	85	22	4	54	57	40	3	68	111 (82%)	85 (83%)
Not proven	16	6	2	7	17	12	0	12	24 (18%)	14 (14%)
Ongoing	0	0	0	0	0	0	0	0	0 (0%)	3 (3%)
Withdrawn	0	0	0	0	0	0	0	0	0 (0%)	1 (1%)
Total	101	28	6	61	74	52	3	80	135	103

Summary of penalties applied at Faculty-level SDPs



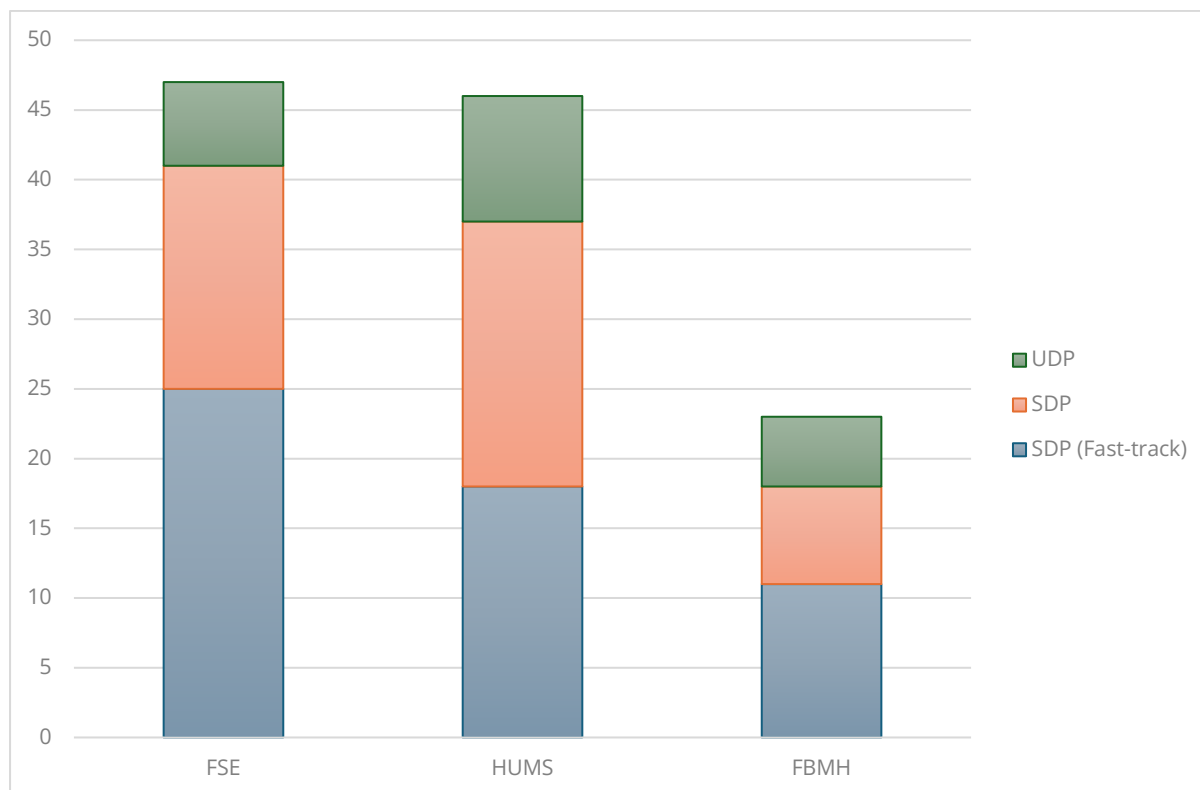
Note that multiple penalties are typically applied per proven case.

Faculty-level discipline cases by ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		23/24 Total	22/23 Total	University pop % ethnicity
	F	M	F	M	F	M			
Chinese	1	4	0	0	20	23	48 (36%)	34 (33%)	18%
Asian or Asian British	10	8	0	0	5	10	33 (24%)	23 (22%)	12%
White or White Irish/British	9	12	2	0	0	0	23 (17%)	19 (18%)	42%
Black or Black British	2	3	0	0	3	1	9 (7%)	5 (5%)	4%
Other Asian Background	0	0	0	0	4	5	9 (7%)	3 (3%)	4%
Arab	0	2	0	0	2	4	8 (7%)	13 (13%)	3%
Mixed - White and Asian	1	0	0	0	0	2	3 (2%)	2 (2%)	2%
Other White Background	0	0	0	0	1	0	1 (<1%)	0 (0%)	<1%
Other Ethnic Background	0	0	1	0	0	0	1 (<1%)	0 (0%)	1%
Other Mixed Background	0	0	0	0	0	0	0 (0%)	2 (2%)	2%
Other Black Background	0	0	0	0	0	0	0 (0%)	1 (1%)	<1%
Mixed - White and Black	0	0	0	0	0	0	0 (0%)	1 (1%)	1%
Grand Total	23	29	3	0	35	45	135	103	

Campus Life cases

Summary of Campus Life cases



In 2023/24 there were 96 Summary Disciplinary Panel or fast-track cases heard by the Division of Campus Life compared to 87 in 2022/23. The 'fast-track' discipline route is described in the [Procedure for Summary Disciplinary Panels](#). It is for straightforward and less-serious issues where a breach is thought to exist, wherein an Authorised University Officer (AUO) can use a preliminary assessment and/or subsequent investigation outcome to recommend to the student that a penalty be applied. If the student challenges the penalty, the case can be heard fully by a Summary Disciplinary Panel.

Summary of Campus Life summary (SDP) and fast-track discipline cases

Faculty	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
FSE	29	12	0	14	27	12	0	29	41 (43%)	33 (38%)
HUMS	33	4	0	15	22	33	0	4	37 (39%)	43 (49%)
FBMH	18	0	0	11	7	17	0	1	18 (19%)	11 (13%)
Total	80	16	0	40	56	62	0	34	96	87

Campus Life summary (SDP) and fast-track discipline cases by type

Type	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Noise nuisance (MSH)	46	0	0	21	25	46	0	0	46 (48%)	49 (56%)
Exam misconduct	23	12	0	16	19	5	0	30	25 (26%)	29 (33%)
Behaviour	10	3	0	3	10	10	0	3	13 (14%)	4 (5%)
Sexual misconduct	1	1	0	0	2	1	0	1	2 (2%)	5 (6%)
Total	80	16	0	40	56	62	0	34	96	87

Campus Life summary (SDP) and fast-track discipline cases by outcome

Outcome	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Proven	74	16	0	39	51	56	0	34	90	79 (91%)
Withdrawn	4	0	0	1	3	4	0	0	4	6 (7%)
Not proven	1	0	0	0	1	1	0	0	1	2 (2%)
Ongoing	1	0	0	0	1	1	0	0	1	0 (0%)
Total	80	16	0	40	56	62	0	34	96	87

Campus Life summary (SDP) and fast-track discipline cases by ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		23/24 Total	22/23 Total	University pop % ethnicity
	F	M	F	M	F	M			
White or White Irish/British	19	22	0	0	0	0	41 (43%)	47 (54%)	42%
Chinese	1	3	0	0	14	15	33 (34%)	18 (21%)	18%
Asian or Asian British	0	7	0	0	1	2	10 (10%)	5 (6%)	12%
Mixed - White and Asian	2	2	0	0	0	0	4 (4%)	3 (3%)	2%
<i>Not declared/known</i>	1	1	0	0	0	1	3 (3%)	0 (0%)	11%
Arab	0	1	0	0	1	0	2 (2%)	5 (6%)	3%
Mixed - White and Black	1	1	0	0	0	0	2 (2%)	3 (3%)	1%
Other Mixed Background	0	1	0	0	0	0	1 (1%)	1 (1%)	2%
Other Asian Background	0	0	0	0	0	0	0 (0%)	2 (2%)	4%
Other Ethnic Background	0	0	0	0	0	0	0 (0%)	2 (2%)	1%
Black or Black British	0	0	0	0	0	0	0 (0%)	1 (1%)	4%
Grand Total	24	38	0	0	16	18	96	87	

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			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
HUMS	2	6	1	3	6	5	0	0	9 (45%)	20 (57%)
FSE	5	0	1	3	3	0	0	6	6 (30%)	5 (14%)
FBMH	5	0	0	2	3	4	1	4	5 (25%)	10 (29%)
Total	12	6	2	8	12	9	1	10	20	35

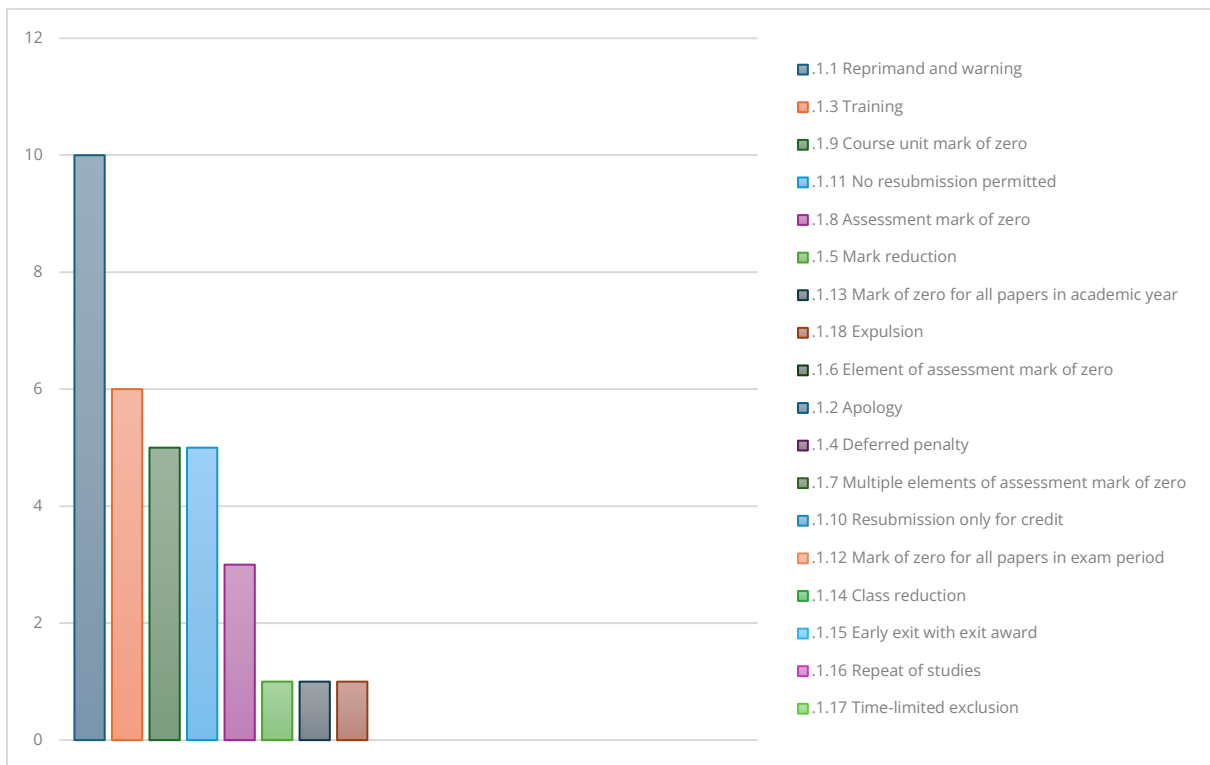
Campus Life UDP cases by type

Type	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Academic	7	5	1	5	8	4	1	8	13 (65%)	14 (40%)
Non-academic	5	1	1	3	4	5	0	2	7 (35%)	21 (60%)
Total	12	6	2	8	12	9	1	10	20	35

Campus Life UDP cases by outcome

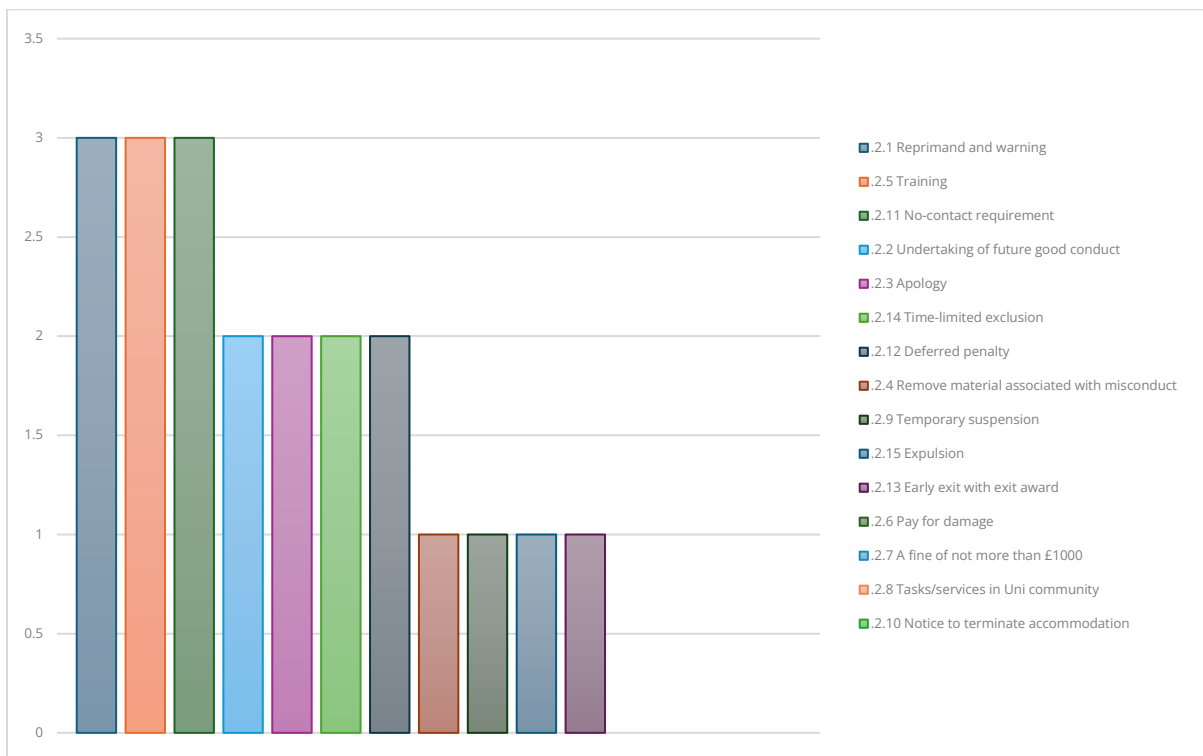
Outcome	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Proven	10	5	1	6	10	6	1	9	16 (80%)	29 (83%)
Not proven	1	0	1	1	1	1	0	1	2 (10%)	3 (9%)
Partially proven	1	1	0	1	1	2	0	0	2 (10%)	0 (0%)
Ongoing	0	0	0	0	0	0	0	0	0 (0%)	2 (6%)
Withdrawn/ cancelled	0	0	0	0	0	0	0	0	0 (0%)	1 (3%)
Total	12	6	2	8	12	9	1	10	20	35

Summary of UDP penalties applied for proven academic misconduct cases



Note that multiple penalties are typically applied per proven case.

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, and gender

Ethnicity	UK		EU		OS		23/24 Total	22/23 Total	University pop % ethnicity
	F	M	F	M	F	M			
White or White Irish/British	5	1	1	0	0	0	7 (35%)	15 (43%)	42%
Chinese	0	0	0	0	2	4	6 (30%)	4 (11%)	18%
Other Asian Background	0	0	0	0	1	2	3 (15%)	2 (6%)	4%
Asian or Asian British	0	1	0	0	0	1	2 (10%)	6 (17%)	12%
Other Mixed Background	0	1	0	0	0	0	1 (5%)	2 (6%)	2%
Other Ethnic Background	0	1	0	0	0	0	1 (5%)	0 (0%)	1%
Black or Black British	0	0	0	0	0	0	0 (0%)	2 (6%)	4%
Mixed – White and Black	0	0	0	0	0	0	0 (0%)	1 (3%)	1%
Mixed – White and Asian	0	0	0	0	0	0	0 (0%)	1 (3%)	2%
Arab	0	0	0	0	0	0	0 (0%)	1 (3%)	3%
<i>Not declared/known</i>	0	0	0	0	0	0	0 (0%)	1 (3%)	11%
Grand Total	5	4	1	1	3	7	20	35	

Exam misconduct

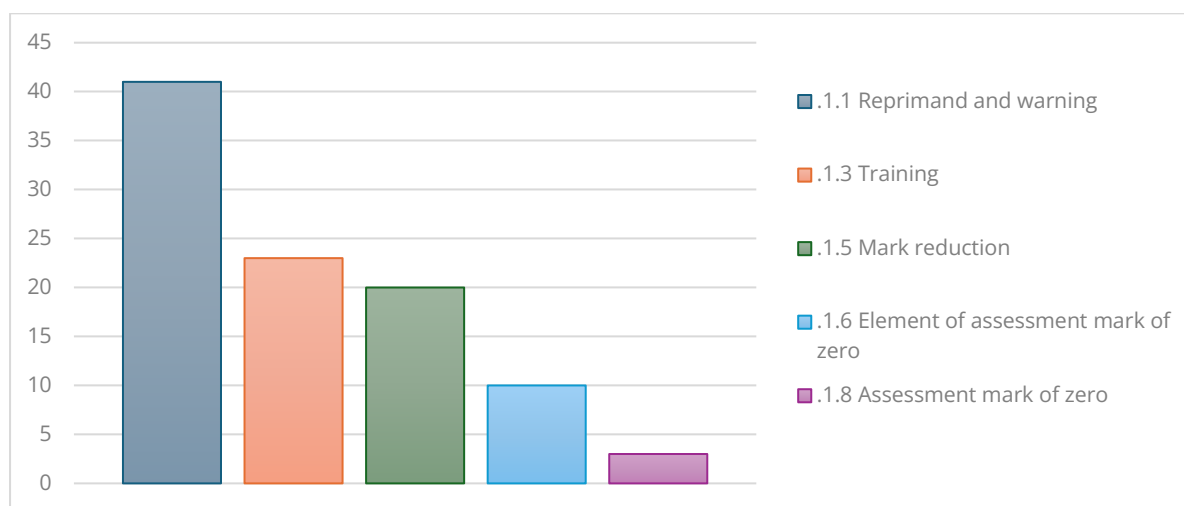
This data is provided by the exams team within the Division of Student and Academic Services.

Type	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Phone/watch/tech	48	14	0	19	43	17	1	44	64 (53%)	30 (50%)
Hidden notes	29	7	0	18	18	9	0	27	36 (30%)	24 (40%)
Other	8	4	0	4	8	2	0	10	12 (10%)	3 (5%)
Unauthorised calculator	8	1	0	3	6	3	1	5	9 (7%)	3 (5%)
<i>Data error</i> ¹⁶									2 (2%)	0 (0%)
Total	93	26	0	44	75	31	2	86	121	60

Exam misconduct by type and outcome

Type	Warning/guidance	Proven	Not specified	Fast-track	Not Proven	23/24 Total
Phone/watch/tech	54	8	1	1	0	64
Hidden notes	4	23	5	2	2	36
Other	6	6	0	0	0	12
Unauthorised calculator	8	1	0	0	0	9
Grand Total	72	38	6	3	2	121

Penalties applied in proven exam misconduct cases



Note that multiple penalties are typically applied per proven case.

¹⁶ These student IDs return a data error in Campus Solutions; these cases are only included in this row/column for 23/24.

Exam misconduct by ethnicity, gender, and fee status

Ethnicity	UK		EU		OS		23/24 Total	22/23 Total	University pop % ethnicity
	F	M	F	M	F	M			
Chinese	1	2	0	1	30	39	73 (60%)	29 (48%)	18%
Asian or Asian British	1	8	0	0	2	1	12 (10%)	8 (13%)	12%
Arab	0	1	0	0	2	6	9 (7%)	7 (12%)	3%
White or White Irish/British	2	5	0	0	0	1	8 (7%)	9 (15%)	42%
Other Asian Background	0	3	0	0	1	3	7 (6%)	3 (5%)	4%
Mixed - White and Asian	2	1	1	0	0	0	4 (3%)	1 (2%)	2%
Black or Black British	2	1	0	0	0	0	3 (2%)	2 (3%)	4%
<i>Not declared/known</i>	0	1	0	0	0	1	2 (2%)	0 (0%)	11%
Other White Background	0	1	0	0	0	0	1 (<1%)	0 (0%)	<1%
Mixed - White and Black	0	0	0	0	0	0	0 (0%)	1 (2%)	1%
Grand Total	8	23	1	1	35	51	119¹⁷	60	

¹⁷ There are an additional two students IDs returning a data error in Campus Solutions, i.e. 121 grand total.

Halls discipline cases (Residential Services)

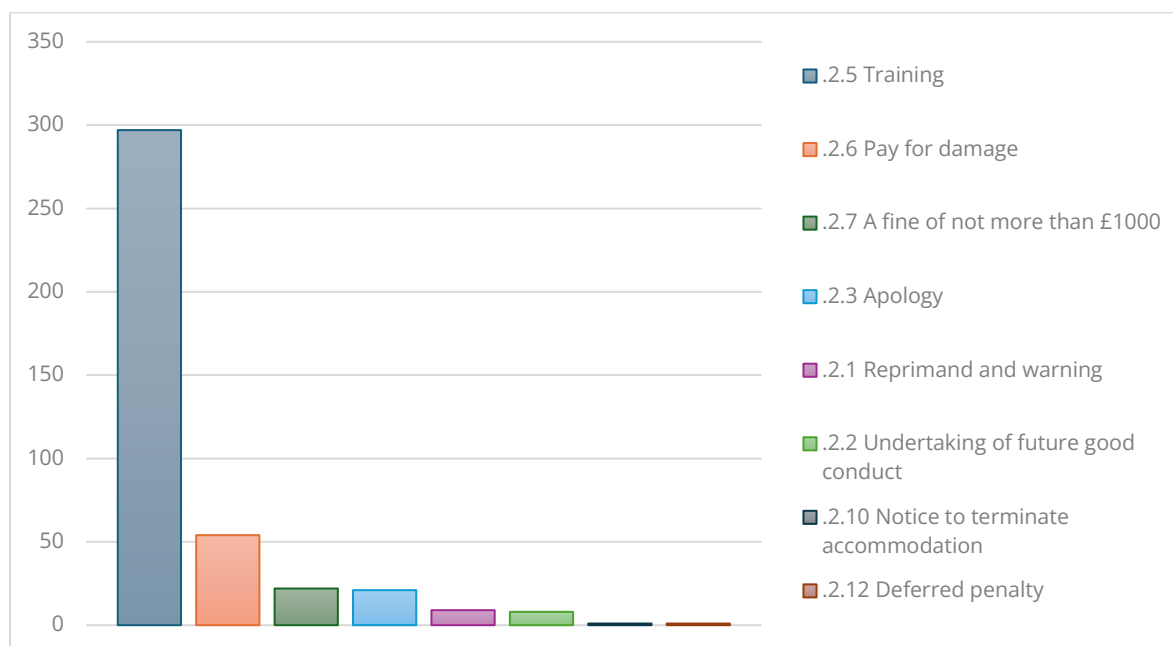
Summary of Halls discipline cases (Residential Services) by type

Type	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Smoking/fire alarm activation/tampering	203	11	2	106	110	168	4	44	216 (53%)	160 (38%)
Damage to premises/property	67	0	0	32	35	62	0	5	67 (16%)	31 (7%)
Prohibited items (pets, candles, etc.)	40	13	1	45	9	28	3	23	54 (13%)	58 (14%)
Drugs/banned substances	29	1	0	12	18	27	0	3	30 (7%)	92 (22%)
Anti-social behaviour	26	2	0	15	13	24	0	4	28 (7%)	76 (18%)
Behaviour endangering others/self	12	0	0	4	8	10	1	1	12 (3%)	5 (1%)
Total	377	27	3	214	193	319	8	80	407	422

Summary of Halls discipline cases (Residential Services) by finding

Finding	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Proven	295	27	3	169	156	247	7	71	325 (80%)	318 (75%)
Not proven	82	0	0	45	37	72	1	9	85 (21%)	104 (25%)
Total	377	27	3	214	193	319	8	80	407	422

Summary of penalties applied for proven misconduct in Halls discipline cases (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

Only 22 students were required to pay fines, with amounts as below.

Fine amount	Total
£25	5
£50	3
£75	1
£100	5
£125	6
£150	2
Grand Total	22

Total fine amounts by year

Total 23/24	£1,425
Total 22/23	£24,442
Total 21/22	£39,405
Total 20/21	£70,350

Prior to the 2023/24 academic year most penalties for breaches in Halls of Residence were fines. Given the cost-of-living crisis and the move towards a harm reduction approach, Halls Discipline reviewed the penalties and moved towards a more educational and reflective approach. In the

2023/24 academic year, Halls Discipline introduced new online training modules and a reflective piece of writing as a penalty outcome instead of fines for the majority of first-time breaches. There are three training modules students may be asked to undertake: Respecting Your Community, Fire Safety, and Staying Safe (Drugs & Alcohol). Last year the team also saw a reduction in disciplinary cases in Halls of Residence compared to the year before.

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

Halls discipline cases (Residential Services) by ethnicity, fee status, and gender

Ethnicity	UK		EU		OS		23/24 Total	22/23 Total	University pop % ethnicity
	F	M	F	M	F	M			
White or White Irish/British	117	101	5	0	6	7	236 (58%)	236 (56%)	42%
Chinese	0	1	0	0	11	20	32 (8%)	35 (8%)	18%
Asian or Asian British	10	4	0	0	8	6	28 (7%)	33 (8%)	12%
Other Asian Background	3	4	0	0	11	5	23 (6%)	8 (2%)	4%
Black or Black British	10	9	0	0	1	1	21 (5%)	13 (3%)	4%
Mixed - White and Asian	5	12	0	0	0	0	17 (4%)	13 (3%)	2%
Other White Background	3	8	0	0	1	1	13 (3%)	0 (0%)	<1%
Mixed - White and Black	4	5	2	0	0	0	11 (3%)	13 (3%)	1%
Other Mixed Background	6	2	0	0	0	2	10 (2%)	10 (2%)	2%
<i>Not declared/known</i>	8	7	0	0	0	0	9 (2%)	2 (<1%)	11%
Other Ethnic Background	3	3	0	1	0	0	7 (2%)	4 (1%)	1%
Arab	0	0	0	0	0	0	0 (0%)	1 (<1%)	3%
Other Black Background	0	0	0	0	0	0	0 (0%)	1 (<1%)	<1%
Grand Total	169	150	7	1	38	42	407	422	

Appeals against disciplinary outcomes handled by TLD

Students may appeal decisions relating to disciplinary outcomes in accordance with Regulation XVII.

60 students submitted disciplinary appeals during 2023/24 compared to 48 students in 2022/23. The Teaching and Learning Delivery team additionally processed 8 appeals from registered students against withdrawals due to admissions fraud (none of which were upheld).

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 2023/24 academic year, no matter where the original case was heard.

Total 23/24	60
Total 22/23	48
Total 21/22	70
Total 20/21	84

Summary of disciplinary outcome appeals

Outcome	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Dismissed	29	16	1	17	29	20	1	25	46 (77%)	42 (88%)
Fully/partly upheld	10	3	0	6	7	10	0	3	13 (20%)	5 (10%)
Withdrawn	1	0	0	1	0	1	0	0	1 (2%)	0 (0%)
Out of time/ineligible	0	0	0	0	0	0	0	0	0 (0%)	1 (2%)
Total	40	19	1	24	36	31	1	28	60	48

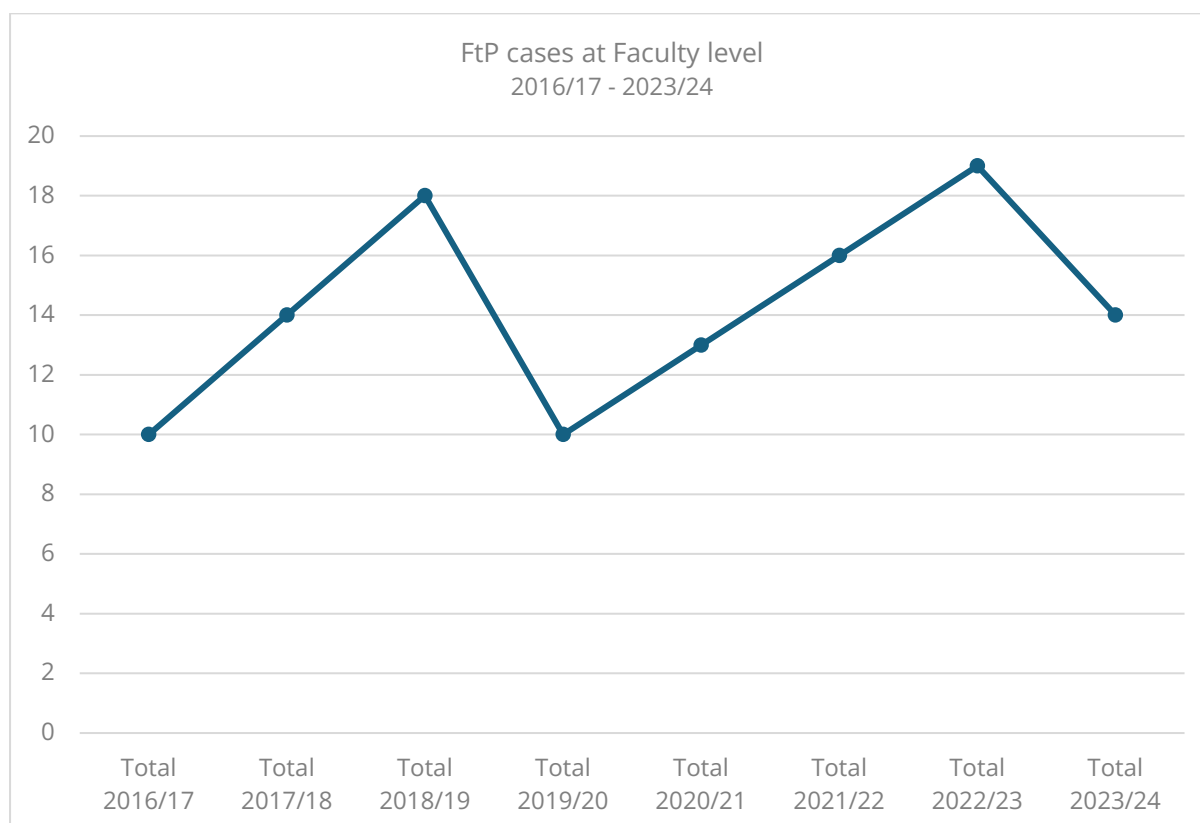
Of the 13 cases that were fully or partially upheld in 2023/24:

- Five cases related to academic misconduct and were referred back for a fresh SDP or UDP.
- Eight cases related to non-academic misconduct (seven of those within Halls of Residences) and feedback was provided to the case-handling area.

Section 6: Fitness to Practise

Fitness to Practise cases originate in the Faculty of Biology, Medicine, and Health (FBMH) 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. Fitness to Practise cases are heard at both School and Faculty level. This report includes data for Faculty-level cases.

Faculty Fitness to Practise cases



Total 2023/24	14
Total 2022/23	19
Total 2021/22	16
Total 2020/21	13
Total 2019/20	10

Summary of Fitness to Practise cases heard at Faculty level

Division	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Division of Medical Education	7	0	0	3	4	7	0	0	7 (50%)	16 (80%)
Division of Dentistry	1	0	0	0	1	1	0	0	1 (7%)	0 (0%)
Division of Nursing, Midwifery and Social Work	4	0	0	4	0	4	0	0	4 (29%)	1 (5%)
Division of Pharmacy and Optometry	2	0	0	2	0	2	0	0	2 (14%)	2 (10%)
Division of Psychology Communication and Human Neurology	0	0	0	0	0	0	0	0	0 (0%)	1 (5%)
Total	14	0	0	9	5	14	0	0	14	20

Outcomes of Fitness to Practise cases heard at Faculty level

Of the 14 Faculty cases in 23/24:

- 6 were ongoing at the time of reporting
- 1 student was found not to have impaired Fitness to Practise
- 7 students were found to have impaired Fitness to Practise
 - One student was given a warning.
 - One student was subject to enhanced monitoring, a support referral, and a suspension.
 - For one student no action was taken.
 - One student was asked to repeat a part of their studies.
 - One student received a warning and support referral.
 - Two students were excluded from the University.

Appeals against Fitness to Practise 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.

Appeals against School FtP outcome are submitted to the Faculty of Biology, Medicine, and Health.

Appeals against Faculty Fitness to Practise decisions

There were 3 appeals against Faculty Fitness to Practise outcomes in 2023/24.

- One case from the School of Medical Sciences was partly upheld.
 - Whilst some aspects of the appeal were upheld, the penalty imposed by the FtP Panel remained unchanged.
- Two cases were upheld.
 - In one case the School of Health Sciences student was no longer required to repeat a year of study, and feedback was given regarding clarity of allegations and of the outcome letter.
 - In a School of Medical Sciences case an alternative outcome was substituted (a suspension with conditions).

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 an increase from 45 in 2022/23 to 69 in 2023/24.

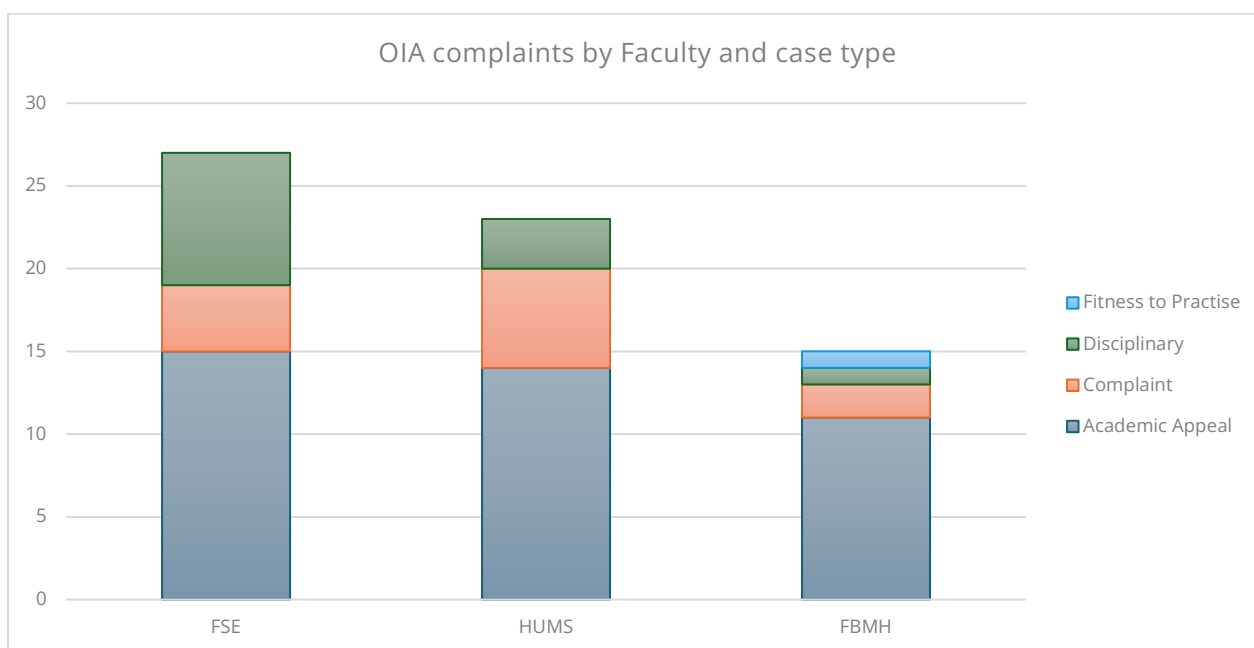
Complaints submitted to the OIA



Total 2023/24	69
Total 2022/23	45
Total 2021/22	51
Total 2020/21	38

Summary of complaints submitted to the OIA

Faculty	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
FSE	13	7	7	3	24	8	0	19	27 (39%)	7 (16%)
HUMS	12	10	1	17	6	13	1	9	23 (33%)	22 (49%)
FBMH	10	3	2	5	10	13	0	2	15 (22%)	16 (36%)
<i>Data error</i>									4 (6%) ¹⁸	0 (0%)
Total	35	20	10	25	40	34	1	30	69	45



¹⁸ These student IDs return a data error in Campus Solutions; these cases are only included in this row/column for 23/24.

Outcomes of complaints submitted to the OIA

Outcome	Level of study			Gender		Fee status			23/24 total	22/23 total
	UG	PGT	PGR	F	M	UK	EU	OS		
Not Justified	19	8	4	10	21	17	0	14	31 (45%)	26 (58%)
Settled	6	5	1	5	7	7	0	5	12 (17%)	4 (9%)
Ongoing	3	0	3	3	3	5	0	1	6 (9%)	5 (11%)
Closed	1	3	1	2	3	1	0	4	5 (7%)	1 (2%)
Not Eligible	3	2	0	1	4	2	1	2	5 (7%)	3 (7%)
Withdrawn	0	1	1	1	1	0	0	2	3 (4%)	0 (0%)
Terminated	2	1	0	2	1	1	0	2	2 (3%)	3 (7%)
Partly Justified	1	0	0	1	0	1	0	0	1 (1%)	2 (4%)
Justified	0	0	0	0	0	0	0	0	0 (0%)	1 (2%)
<i>Data error</i>									4 (6%) ¹⁹	0 (0%)
Total	35	20	10	25	40	34	1	30	69	45

In 2022/23, 5 cases were ongoing at the time of the 22/23 annual report to Senate.

- 3 cases were found to be Not Justified
- 2 cases were found to be Partly Justified
 - In one case the University was asked to make a £2,000 payment and to review fee, credit control, and academic appeal procedures.
 - In one case the University was asked to make a £200 payment and in future to consider practical remedies where teaching is 'lost' to industrial action.

In the 12 cases where the University agreed to settle in 23/24,

- 6 students were offered payments from £300 to £1,100 in recognition of distress and/or inconvenience (one student was also permitted a resit opportunity)
- 8 students were offered the opportunity for their case to be considered or reconsidered by the University afresh

¹⁹ These student IDs return a data error in Campus Solutions; these cases are only included in this row/column for 23/24.

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

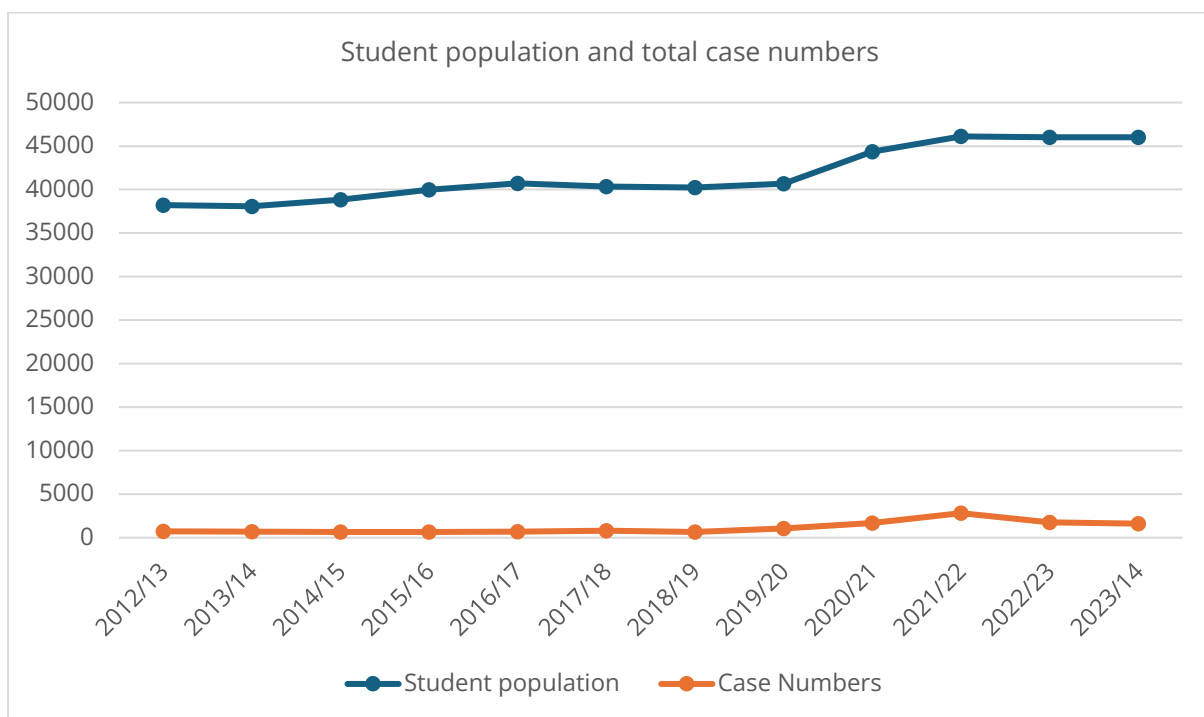
Ethnicity	UK		EU		OS		23/24 Total	22/23 Total	University pop % ethnicity
	F	M	F	M	F	M			
White or White Irish/British	12	8	0	1	0	0	21 (32%)	15 (33%)	42%
Chinese	0	3	0	0	6	11	20 (31%)	10 (22%)	18%
Asian or Asian British	3	2	0	0	1	4	10 (15%)	8 (18%)	12%
Other Asian Background	0	0	0	0	1	3	4 (6%)	2 (4%)	4%
Arab	0	1	0	0	1	2	4 (6%)	6 (13%)	3%
Black or Black British	1	3	0	0	0	0	4 (6%)	0 (0%)	4%
Other Ethnic Background	0	1	0	0	0	0	1 (2%)	0 (0%)	1%
<i>Not declared/known</i>	0	0	0	0	0	1	1 (2%)	0 (0%)	11%
Mixed – White and Asian	0	0	0	0	0	0	0 (0%)	3 (7%)	2%
Other Mixed Background	0	0	0	0	0	0	0 (0%)	1 (2%)	2%
<i>Data error</i>							4	0 (0%)	-
Grand Total	16	18	0	1	9	21	65	51	

Section 8: Profile of student population 2023/24

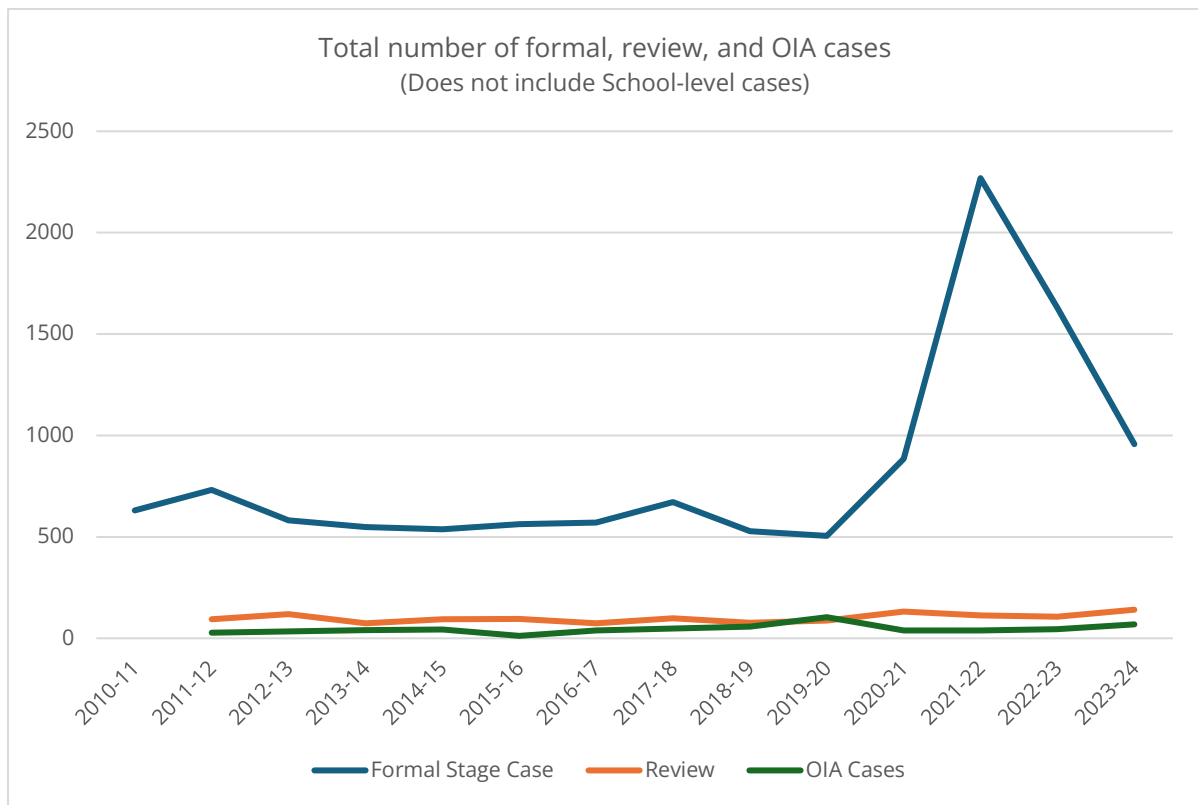
Faculty	Total	%	Level of study						Gender				Fee status			
			UG	%	PGT	%	PGR	%	F	%	M	%	UK/EU	%	OS	%
FBMH	12,798	28%	8,781	28%	2,789	25%	1,228	32%	9,142	35%	3,650	18%	10,130	36%	2,668	15%
HUMS	20,220	44%	13,039	42%	6,356	56%	825	22%	12,577	48%	7,617	39%	11,895	42%	8,325	49%
FSE	12,977	28%	9,111	29%	2,119	19%	1,747	46%	4,481	17%	8,494	43%	6,402	23%	6,575	37%
Total	45,995		30,931		11,264		3,800		26,200		19,761		28,427		17,568	

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

Note also that totals are Head Count totals taken directly from Census Student Reports on PowerBI, and within those reports, totals do not consistently add up correctly to grand totals.



Total number of formal, review, and OIA cases²⁰



²⁰ The sharp spike in cases in 2020/21 and 2021/22 can be attributed in large part to a Covid-related increase in non-academic misconduct as well as academic misconduct during remote assessments/examinations. This is commented upon further in previous Reports to Senate.