

# The University of Manchester

Senate: 2 February 2011

## Annual Report of Student Appeals, Student Complaints and Student Discipline Cases 2009 – 10

### Person Reporting

Dr Pat Sponder, Head of Student Support and Services

### Enquiries To

Jenny Wragge, Student Experience Officer

### Synopsis

The University regulations regarding student appeals, complaints and conduct and discipline include the requirement for an annual report on the number and nature of such cases, and on any general issues raised.

The following report covers the academic year 2009 – 10. The figures reported below relate only to formal cases and do not include the significant number of cases which were dealt with informally by Schools.

Previous reports and data are available on the University's Documents website <http://documents.manchester.ac.uk> and can be found quickly by selecting:

Category: 'Student Services'

Type: 'Report'

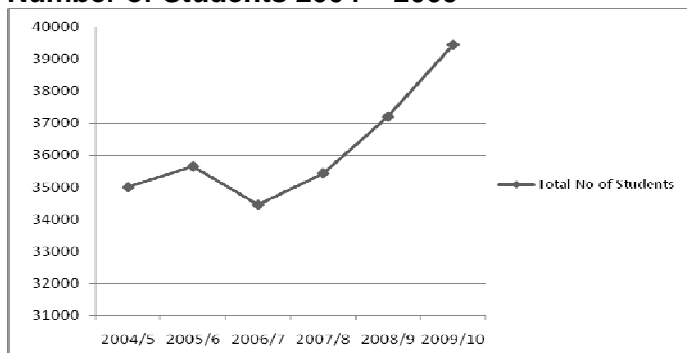
### Profile of the Student Population 2009 - 2010

Total Number of Registered Students 1/12/2009

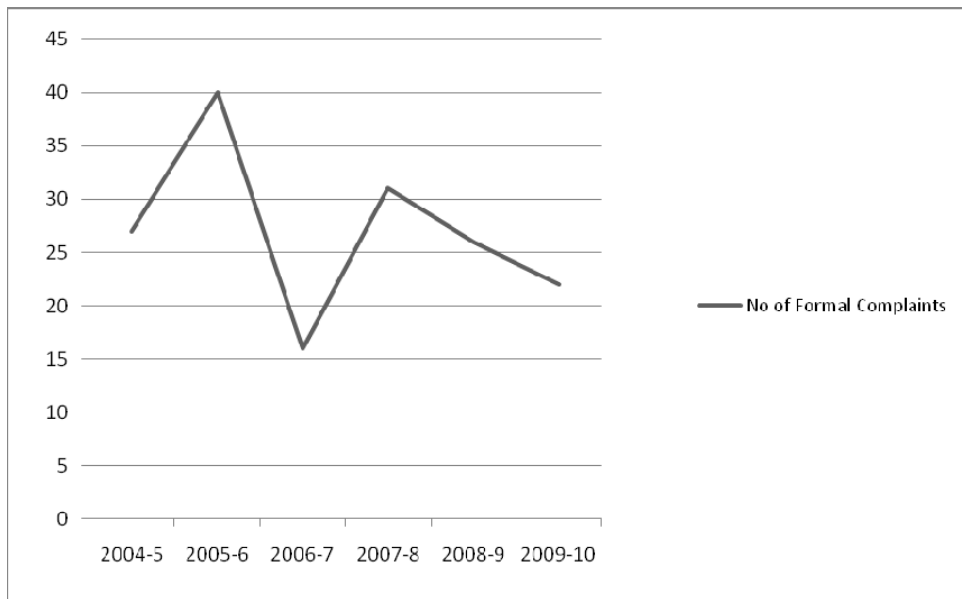
	Total	UG		PGT		PGR		International (inc EU*)		Home students:		Ethnic Minority		Not Known	
			%		%		%		%		%		%		%
Engineering & Physical Sciences	9776	6810	69.7	1607	16.4	1359	13.9	3580	36.6	5144	52.6	2550	26.1	2082	21.3
Life Sciences	2562	1993	77.8	192	7.5	377	14.7	479	18.7	1701	66.4	562	21.9	299	11.7
Humanities	17701	12479	70.5	4093	23.1	1129	6.4	5119	28.9	11155	63.0	3299	18.6	3247	18.3
Medical & Human Sciences	9399	7031	74.8	1660	17.7	708	7.5	1127	12.0	6234	66.3	2305	24.5	860	9.1
The University of Manchester	39438	28313	71.8	7552	19.1	3573	9.1	10305	26.1	24234	61.4	8716	22.1	6488	16.5

\* Note: Throughout this report EU students are regarded as international.

### Number of Students 2004 – 2009



## Student Complaints



### Overall

Total	<b>22</b>
Total 2008	26

### Number of Complaints

Faculty	PGR	PGT	UG	F	M	International	Ethnic minority	White	Not Known	Total	%	% / 2008
EPS	3	2	1	3	3	4	1	1		<b>6</b>	27	15
FLS	1		2	2	1			2	1	<b>3</b>	14	4
HUMS	2	3	4	5	4		2	6	1	<b>9</b>	41	35
MHS	2	1	1	1	3	1		3		<b>4</b>	18	46
<b>Total</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>12</b>	<b>2</b>	<b>22</b>	100	100

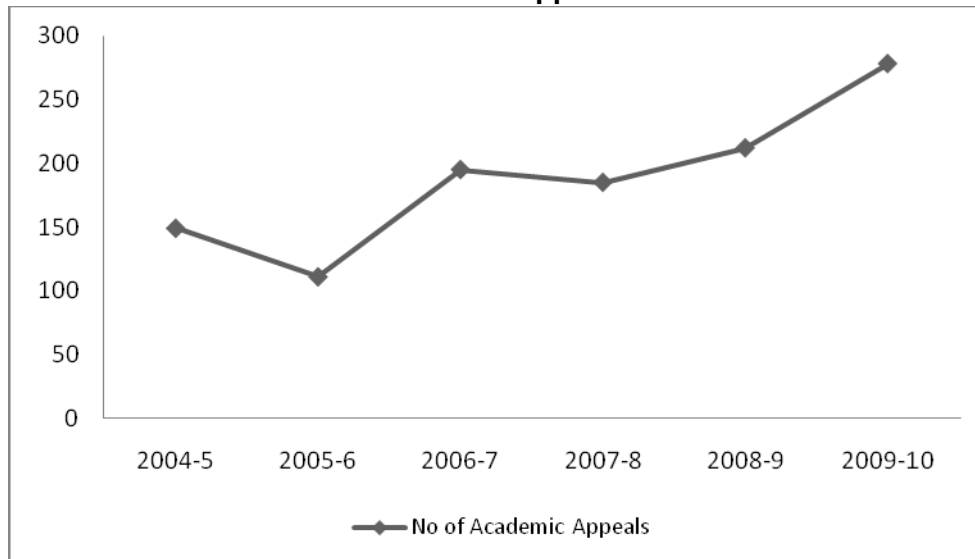
### Type of Complaint

	PGR	PGT	UG	F	M	International	Ethnic minority	White	Not Known	Total	%	% / 2008
Academic provision/progress	2	1	5	3	5	2	1	3	2	<b>8</b>	36	50
HDB	2	1	2	2	3	1	1	3		<b>5</b>	23	15
Other	3	4	1	5	3	2	1	5		<b>8</b>	36	-
Supervision	1			1				1		<b>1</b>	5	15
Services/Facilities	-	-	-	-	-	-	-	-	-	<b>-</b>	-	8
<b>Grand Total</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>12</b>	<b>2</b>	<b>22</b>	100	

### Outcome of Complaint

Outcome	PGR	PGT	UG	F	M	International	Ethnic minority	White	Not Known	Total	%	% . 2008
Justified or partly justified	4	1	3	6	2	2		5	1	<b>8</b>	36	15
Not justified	2	2	4	2	6	3	3	2		<b>8</b>	36	54
Ongoing	1	3	1	3	2			4	1	<b>5</b>	23	8
Other	1				1			1		<b>1</b>	5	-
Withdrawn by student	-	-	-	-	-	-	-	-	-	<b>-</b>	-	8
Referred to another part of the University	-	-	-	-	-	-	-	-	-	<b>-</b>	-	12
Not eligible for investigation by UoM	-	-	-	-	-	-	-	-	-	<b>-</b>	-	4
<b>Grand Total</b>	<b>8</b>	<b>6</b>	<b>8</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>12</b>	<b>2</b>	<b>22</b>	100	100

## Academic Appeals



### Overall

Total	278
Total 2008	212

### Total Number of Academic Appeals

Faculty	PGR	PGT	UG	F	M	International	Ethnic Minority	White	Not Known	Total	%	% / 2008
FLS			21	12	9	3	6	9	3	<b>21</b>	8	9
MHS	5	8	96	64	45	30	47	27	5	<b>109</b>	39	42
HUMS	3	14	73	33	57	30	16	39	5	<b>90</b>	32	38
EPS	6	22	30	16	42	23	13	18	4	<b>58</b>	21	11
<b>Total</b>	<b>14</b>	<b>44</b>	<b>220</b>	<b>125</b>	<b>153</b>	<b>86</b>	<b>82</b>	<b>93</b>	<b>17</b>	<b>278</b>		

### Decision Appealed Against

	PGR	PGT	UG	F	M	International	Ethnic Minority	White	Not Known	Total	%	% / 2008
Degree Classification/ Qualification Awarded	7	20	62	35	54	24	18	41	6	<b>89</b>	32	32
Exclusion due to academic failure	1	9	82	50	42	37	32	19	4	<b>92</b>	33	30
Exclusion due to work and attendance		2	8	1	9	1	1	5	3	<b>10</b>	4	2
Other decision of Board of Examiners/Progress Committee	5	12	62	34	45	21	28	26	4	<b>79</b>	28	28
Other or not stated	1	1	6	5	3	3	3	2		<b>8</b>	3	2
<b>Total</b>	<b>14</b>	<b>44</b>	<b>220</b>	<b>125</b>	<b>153</b>	<b>86</b>	<b>82</b>	<b>93</b>	<b>17</b>	<b>278</b>	100	100

### Grounds for Appeal

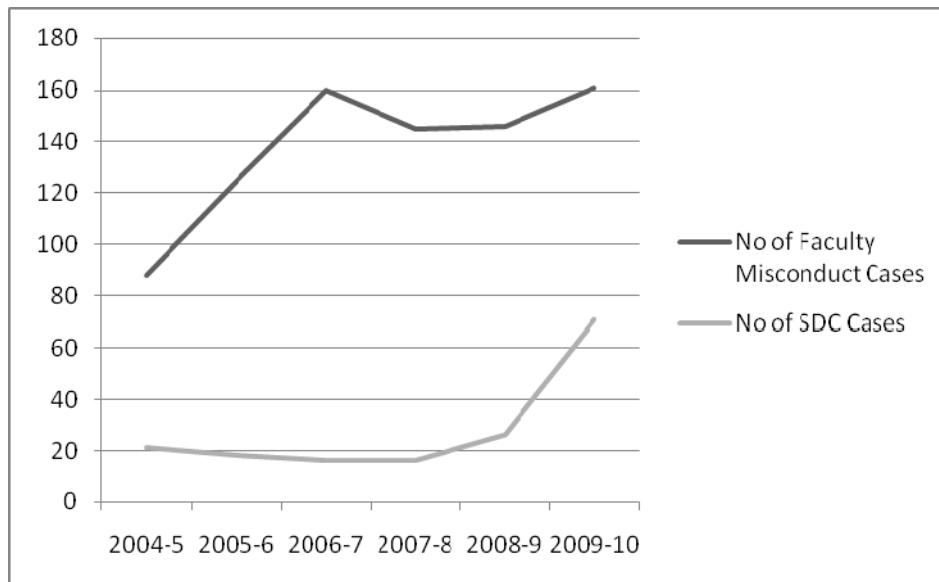
	PGR	PGT	UG	F	M	International	Ethnic Minority	White	Not Known	Total	%	% / 2008
Mitigating Circumstances	8	29	173	96	114	67	67	64	12	<b>210</b>	63	60
Procedural Irregularity	6	9	38	23	30	14	19	16	4	<b>53</b>	16	22
Bias	7	6	29	14	28	9	13	14	6	<b>42</b>	13	8
Poor Supervision	5	6	17	8	20	6	7	13	2	<b>28</b>	8	10
<b>Total</b>	<b>26</b>	<b>50</b>	<b>257</b>	<b>141</b>	<b>192</b>	<b>96</b>	<b>106</b>	<b>107</b>	<b>24</b>	<b>333</b>	100	100

Note: Students can cite more than one ground for appeal

*Outcome of Appeal*

	PGR	PGT	UG	F	M	International	Ethnic Minority	White	Not Known	Total	%	% / 2008
Dismissed - invalid grounds		2	5	4	3	2	1	2	2	<b>7</b>	3	3
Dismissed - no substance	12	23	90	52	73	40	37	39	9	<b>125</b>	45	48
Ongoing	1	2	28	14	17	9	10	11	1	<b>31</b>	11	11
Resolved by School before formal consideration was completed			3	2	1	1	1	1		<b>3</b>	1	6
Upheld and resolution offered			8	4	4	1	2	4	1	<b>8</b>	3	8
Upheld and referred back to School for review of decision		14	82	45	51	30	30	33	3	<b>96</b>	35	17
Withdrawn/Not Pursued	1	3	4	4	4	3	1	3	1	<b>8</b>	3	6
Grand Total	14	44	220	125	153	86	82	93	17	<b>278</b>	100	100

## Conduct and Discipline



[Note: SDC = Student Discipline Committee]

### Overall

		2008
Faculties	161	146
SDC	71	26
Total	232	172

### Faculty Cases

#### Total Number

Faculty	PGT	UGD	F	M	International	Ethnic Minority	White	Not Known	Total	%	% / 2008
EPS	32	14	8	38	35	8	2	1	46	29	22
FLS	6	16	13	9	9	7	6		22	14	7
HUMS	41	16	26	31	44	7	5	1	57	35	54
MHS	17	19	30	6	12	7	16	1	36	22	17
<b>Total</b>	<b>96</b>	<b>65</b>	<b>77</b>	<b>84</b>	<b>100</b>	<b>29</b>	<b>29</b>	<b>3</b>	<b>161</b>	<b>100</b>	<b>100</b>

#### Type of Misconduct

	PGT	UG	F	M	International	Ethnic Minority	White	Not Known	Total	%	% / 2008
Collusion	17	6	6	17	21	2			23	14	16
Plagiarism	79	57	69	67	79	27	27	3	136	84	80
Plagiarism & Collusion		2	2				2		2	1	
Fabrication/Falsification	-	-	-	-	-	-	-	-	-	-	3
Non-academic misconduct	-	-	-	-	-	-	-	-	-	-	1
<b>Grand Total</b>	<b>96</b>	<b>65</b>	<b>77</b>	<b>84</b>	<b>100</b>	<b>29</b>	<b>29</b>	<b>3</b>	<b>161</b>	<b>100</b>	<b>100</b>

#### Outcome of Faculty Misconduct Cases

Outcome	PGT	UG	F	M	International	Ethnic Minority	White	Not Known	Total	%	% / 2008
In breach of regulations	82	57	69	70	83	25	28	3	139	86	87
Not Guilty	2	1		3	3				3	2	12
Other		2	1	1		1	1		2	1	1
Ongoing	10	3	4	9	10	3			13	8	1
Accusation withdrawn	1	1	1	1	2				2	1	-
Refer to SDC	1	1	2		2				2	1	-
<b>Grand Total</b>	<b>96</b>	<b>65</b>	<b>77</b>	<b>84</b>	<b>100</b>	<b>29</b>	<b>29</b>	<b>3</b>	<b>161</b>	<b>100</b>	<b>100</b>

*Penalties Imposed (more than one penalty can be imposed)*

	PGT	UG	F	M	International	Ethnic Minority	White	Total	%	% / 2008
Reprimand & Warning	6	2	5	3	6	1	1	<b>8</b>	5	8
Mark Reduction	7	28	22	13	12	8		<b>35</b>	22	22
Mark of Zero for Specific Piece of Work	51	17	30	40	48	12	3	<b>70</b>	44	58
Mark of Zero for Module	30	11	12	29	27	8	1	<b>41</b>	26	3
No reassessment for Specific Piece of Work	-	-	-	-	-	-	-	<b>-</b>	-	5
No reassessment for module	1	1		2	1			<b>2</b>	1	1
No reassessment or substitution	4		3	1	4			<b>4</b>	3	4
<b>Total</b>	<b>99</b>	<b>59</b>	<b>72</b>	<b>88</b>	<b>98</b>	<b>29</b>	<b>5</b>	<b>160</b>	<b>100</b>	<b>100</b>

**Student Discipline Committee Cases**

*Total Number*

Faculty	PGR	PGT	UG	F	M	International	Ethnic Minority	Not Known	White	Total	%	% / 2008
EPS	1	5	17	10	13	17	2	1	3	<b>23</b>	32	19
FLS		1		1		1				<b>1</b>	1	8
HUM	1	10	34	25	20	31	2	1	11	<b>45</b>	63	58
MHS			2	1	1	1	1			<b>2</b>	3	15
<b>Total</b>	<b>2</b>	<b>16</b>	<b>53</b>	<b>37</b>	<b>34</b>	<b>50</b>	<b>5</b>	<b>2</b>	<b>14</b>	<b>71</b>	<b>100</b>	<b>100</b>

*Type of Misconduct*

Number													
Type of Misconduct	PGR	PGT	UG	F	M	International	White	Ethnic Minority	Not Known	Total	%	% / 2008	
Collusion			2		2		2			<b>2</b>	3	8	
Cheating in an examination			9	41	30	20	40	5	3	2	<b>50</b>	70	38
Non-academic misconduct			9		9		2	7		<b>9</b>	13	15	
Plagiarism	2	7	1	7	3		8		2	<b>10</b>	14	38	
<b>Grand Total</b>	<b>2</b>	<b>16</b>	<b>53</b>	<b>37</b>	<b>34</b>	<b>50</b>	<b>14</b>	<b>5</b>	<b>2</b>	<b>71</b>	<b>100</b>	<b>100</b>	

*Outcome of SDC misconduct cases*

Outcome	PGR	PGT	UG	Total	%	% / 2008
In breach of regulations	2	16	47	<b>65</b>	92	96
Not Guilty			3	<b>3</b>	4	4
Pending			3	<b>3</b>	4	-
<b>Grand Total</b>	<b>2</b>	<b>16</b>	<b>53</b>	<b>71</b>	<b>100</b>	<b>100</b>

*Penalties imposed (more than one penalty may be imposed)*

Penalty	PGR	PGT	UG	F	M	International	Ethnic Minority	White	Not Known	Total	%	% / 2008
Reprimand & Warning	2	7	38	26	21	39	1	6	1	<b>47</b>	37	38
Mark Reduction	1			1		1				<b>1</b>	1	0
Mark of Zero for Piece of Work	1	3	13	11	6	15	2			<b>17</b>	13	38
Mark of Zero for Module		4	14	13	5	16		1	1	<b>18</b>	14	0
No Reassessment for Piece of Work		1	1	1	1	2				<b>2</b>	2	
No Reassessment for Module			6	5	1	5	1			<b>6</b>	5	15
No Reassessment or Substitution		1			1	1				<b>1</b>	1	
Mark of Zero for all assessed work in the assessment period		1	5	3	3	5	1			<b>6</b>	5	0
Mark of zero for all assessed work in the academic year			1		1	1				<b>1</b>	1	0
Reduction in classification	1	1	3	3	2	5				<b>5</b>	4	15
Suspension			2		2	1		1		<b>2</b>	2	
Exclusion		8	3	5	6	6	3		2	<b>11</b>	9	23
Future Good Conduct			1		1	1				<b>1</b>	1	8
Fine			4		4	1		3		<b>4</b>	3	4
Community Service			4		4	1		3		<b>4</b>	3	12
<b>Total</b>	<b>5</b>	<b>26</b>	<b>95</b>	<b>68</b>	<b>58</b>	<b>100</b>	<b>8</b>	<b>14</b>	<b>4</b>	<b>126</b>	<b>100</b>	

## Fitness to Practice

Fitness to Practice cases are reported separately from purely conduct and discipline cases because they often emerge from ill health circumstances, although they can include conduct and discipline matters.

Fitness to Practise cases usually originate in the Faculty of Medical and Human Sciences because of the nature of the programmes of study undertaken in that Faculty.

### *Number of Fitness to Practise Cases*

School/Discipline Area	UGRD	F	M	International	Ethnic minority	White	Not known	Total	Total 2008
MMS	4	2	2	1	1		2	4	2
NMSW	6	5	1	2		3	1	6	6
Grand Total	10	7	3	3	1	3	3	10	8

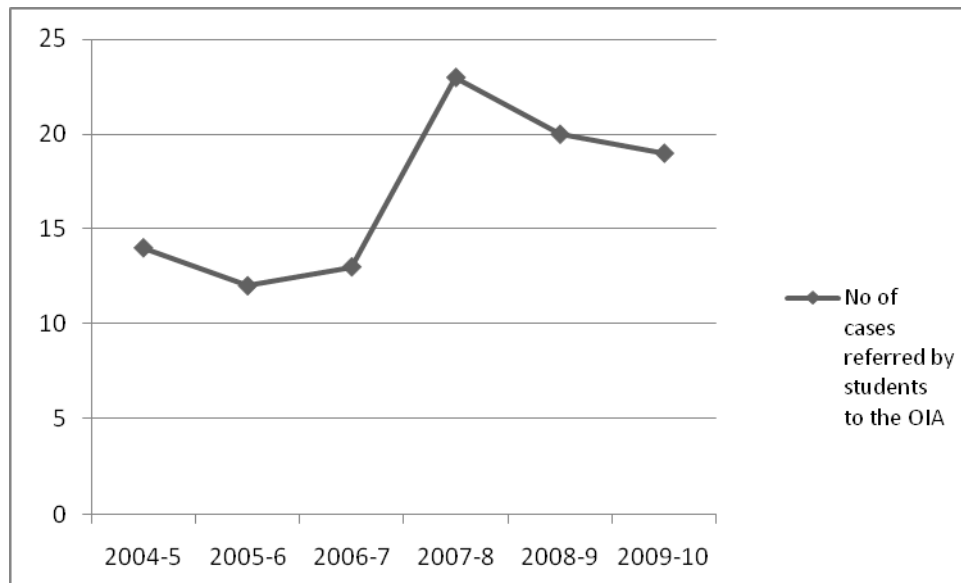
### *Type of Fitness to Practise Issue*

Type of Misconduct	UGRD	F	M	International	Ethnic minority	White	Not known	Total	Total 2008
Criminal Conviction	1	1		1				1	2
Dishonesty	1	1				1		1	2
Ill health	2	2				1	1	2	1
Misconduct	1		1		1			1	
Unprofessional behaviour	5	3	2	2		1	2	5	3
Grand Total	10	7	3	3	1	3	3	10	

### *Outcome of Cases*

Outcome	UGRD	F	M	International	Ethnic minority	White	Not known	Total	Total 2008
Fit to continue on DPSN programme	2	2		1		1		2	
Fit to join MBChB programme	1	1					1	1	
Fit To Practise.	2	2				1	1	2	4
Not FTP/Not currently FTP	1		1		1			1	4
Committee not convened	3	1	2	2			1	3	-
Pending	1	1				1		1	-
Grand Total	10	7	3	3	1	3	3	10	

**Cases taken by students to the Office of the Independent Adjudicator (OIA)  
(after completion of internal procedures)**



	PGR	PGT	UG	F	M	International	Ethnic Minority	White	Total	2008
Total	2	5	12	5	14	8	3	8	<b>19</b>	20
Percentage	11	26	63	26	74	42	16	42	<b>100</b>	

**Outcome**

	PGR	PGT	UG	F	M	International	Ethnic Minority	White	Total	%	% / 2008
Awaited	1	3	7	1	10	3	3	5	<b>11</b>	58	-
Not eligible			1	1		1			<b>1</b>	5	25
Not justified		2	4	2	4	3		3	<b>6</b>	32	87
Partly justified	1			1		1			<b>1</b>	5	7