



Senate

Paper Title	Office of the Independent Adjudicator (OIA) Annual Statement 2017.
Outcome requested	Senate is asked to note the OIA's Annual Statement for 2017 in relation to Queen Mary.
Points for Senate members to note and further information	<p>The OIA publishes an Annual Statement (formerly the Annual Letter) on the previous year's activity for each subscribing institution.</p> <p>The OIA's purpose in publishing this information is to:</p> <ol style="list-style-type: none"> 1. Increase public scrutiny of complaints handling records in higher education providers; 2. Increase students' confidence in complaints handling processes; 3. Allow providers to look at their own record alongside that of similar providers; and 4. Make their own processes more transparent.
Questions for Senate to consider	n/a
Regulatory/statutory reference points	<p>Aligns with:</p> <p>Queen Mary Strategy Quality Assurance Agency, <i>UK Quality Code for Higher Education</i> Office of the Independent Adjudicator, <i>Good Practice Framework for Handling Complaints and Academic Appeals</i> Committee of University Chairs, <i>The Higher Education Code of Governance</i></p>
Strategy and risk	<p>2.01 Student experience 7.01 Design and delivery of high quality portfolio of programmes 9.01 Reputational development and external relations 10.01 Partnerships 13.01 Maintain effective and constructive governance</p>
Reporting/consideration route for the paper	Senate and Council to consider
Authors	n/a

Sponsor	Jonathan Morgan, Academic Registrar and Council Secretary
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Queen Mary University of London

Annual Statement for 2017

This is the Annual Statement for Queen Mary University of London for the calendar year ended 31 December 2017. It documents the record of Queen Mary University of London in handling complaints and appeals in that year.

Student Numbers

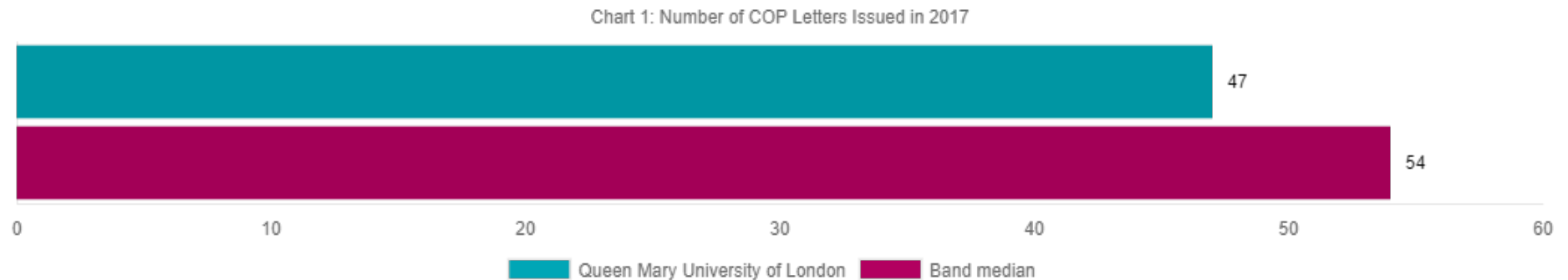
Year	<u>OIA Band</u>	Number of providers in OIA Band	Number of HE students	Relevant data source	Relevant data period
2017	E	44	15960	HESA	2014-2015
2016	E	44	15420	HESA	2013-2014

Completion of Procedures (COP) Letters issued

[Guidance](#) on COP Letters can be found on our website. The fact that a COP Letter has been issued does not necessarily mean that the student is dissatisfied with the outcome. The OIA's Guidance on COP Letters says that providers should issue a COP Letter when a complaint (or appeal) has been upheld, if the student asks for one. Therefore, when reviewing the data in the Annual Statements, it should be noted that it is difficult to compare 'like with like'.

Number of Completion of Procedures Letters issued	
Dated 2017	47
Dated 2016	61

Chart 1 shows the number of COP Letters issued by Queen Mary University of London in 2017 compared to the median number of COP Letters issued by providers in the same OIA Band in 2017.



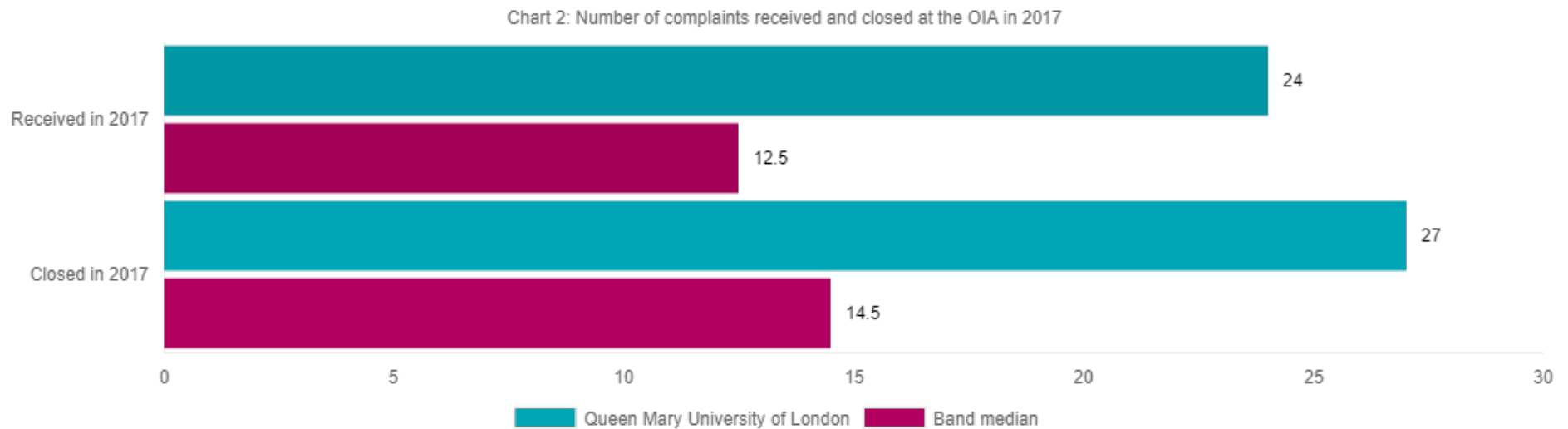
Annual complaints to the OIA

Complaints received by the OIA		
Year	against Queen Mary University of London	against all providers
2017	24	1635
2016	27	1517

Complaints closed by the OIA		
Year	against Queen Mary University of London	against all providers
2017	27	1640
2016	32	1668

Queen Mary University of London's subscription for 2018 will include a case fee element based on complaint numbers in 2017, as previously notified to Queen Mary University of London.

Chart 2 shows the number of complaints against Queen Mary University of London received and closed at the OIA in 2017 compared to the median number of complaints received and closed at the OIA in 2017 for providers in the same OIA Band.

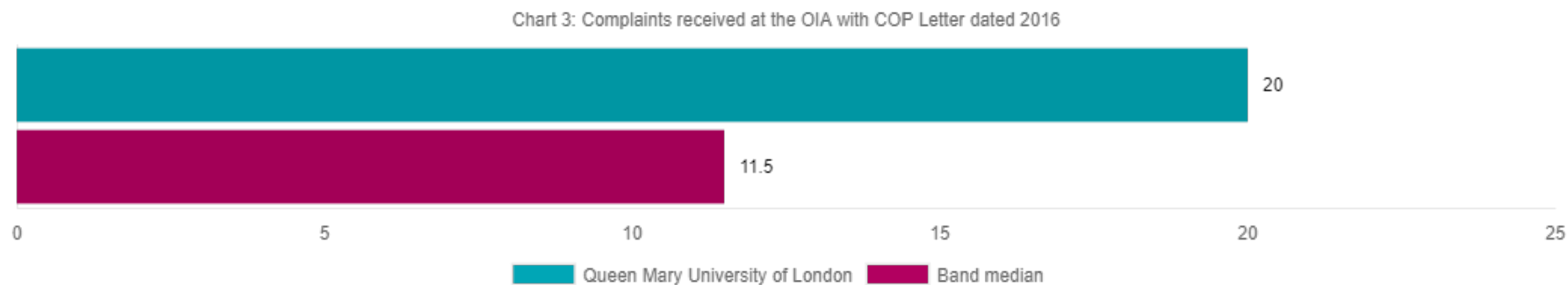


Complaints received at the OIA with Completion of Procedures (COP) Letter dated 2016

The table below provides data on the number of complaints against Queen Mary University of London received at the OIA to date with a COP Letter dated 2016. This data can be included in this Annual Statement because the 12-month period within which students may complain to the OIA has now expired for students issued with COP Letters in the latter part of 2016.

Complaints received at the OIA with a COP Letter dated	
2016	20
2015	36

Chart 3 shows the number of complaints against Queen Mary University of London received at the OIA to date with a COP Letter dated 2016 compared to the median number of complaints received at the OIA to date with a COP Letter dated 2016 for providers in the same OIA Band.



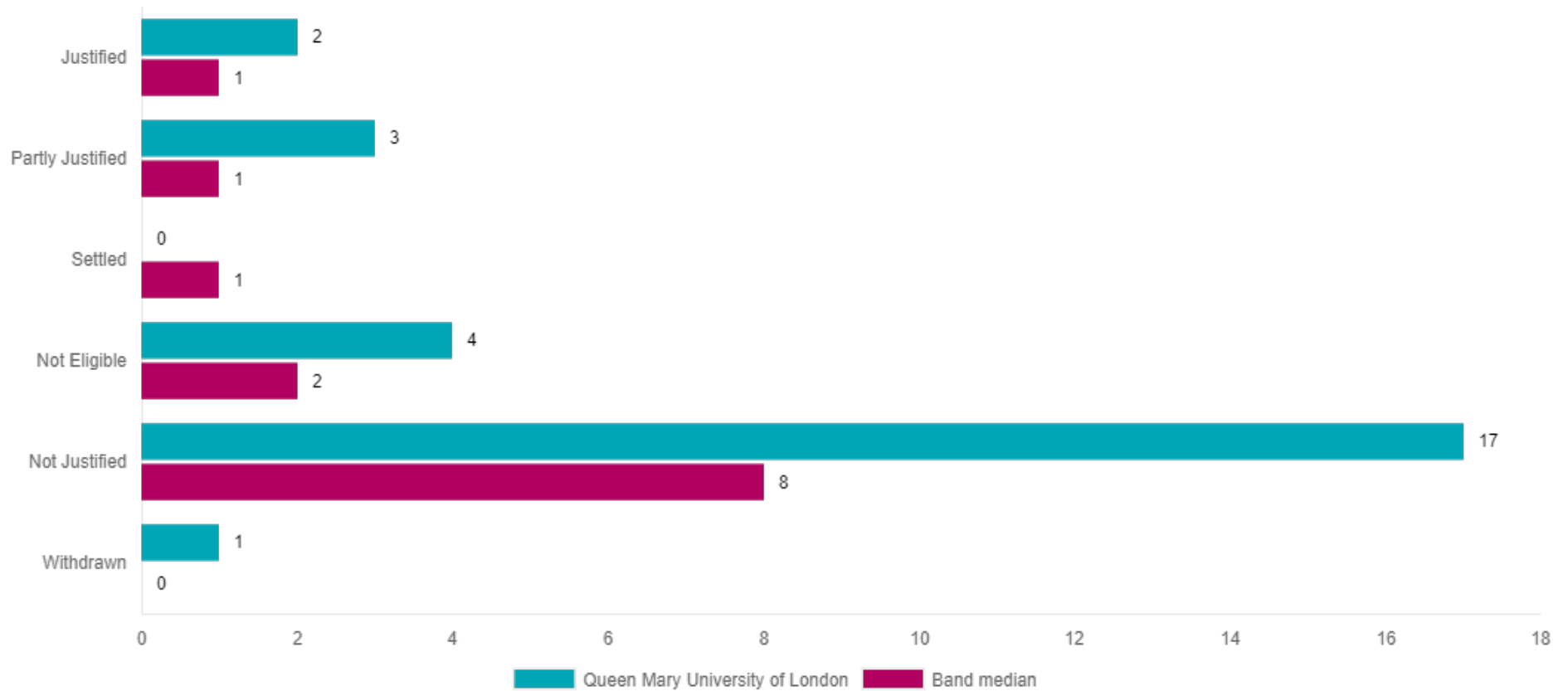
The above data means that about one in every 3.1 students of Queen Mary University of London who were issued with a COP Letter during 2016 had brought their complaint to the OIA by the end of 2017. The mean average proportion of students with COP Letters issued in 2016 bringing their complaints to the OIA by the end of 2017, for providers in the same OIA Band as Queen Mary University of London was one in every 7 students.

Relevant data for 2017 will be provided in the Annual Statement for the year ended 31 December 2018.

Complaints Closed in 2017 by Outcome

Chart 4 breaks down the complaints against Queen Mary University of London closed by the OIA in 2017 by outcome. Those figures are then compared to the median figures for providers in the same OIA Band.

Chart 4: Complaints closed by Outcome (2017)



Complaints Closed in 2017 by Complaint Category

Chart 5 breaks down the complaints against Queen Mary University of London closed by the OIA in 2017 by category of complaint. The actual numbers of complaints are contained in brackets.

Chart 6 breaks down the total number of complaints against all providers closed by the OIA in 2017 by category of complaint.

Chart 5: Complaints closed by complaint category (2017)
Queen Mary University of London

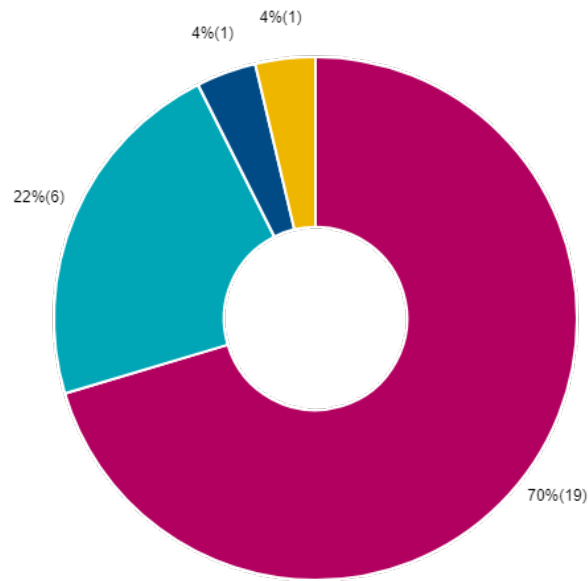
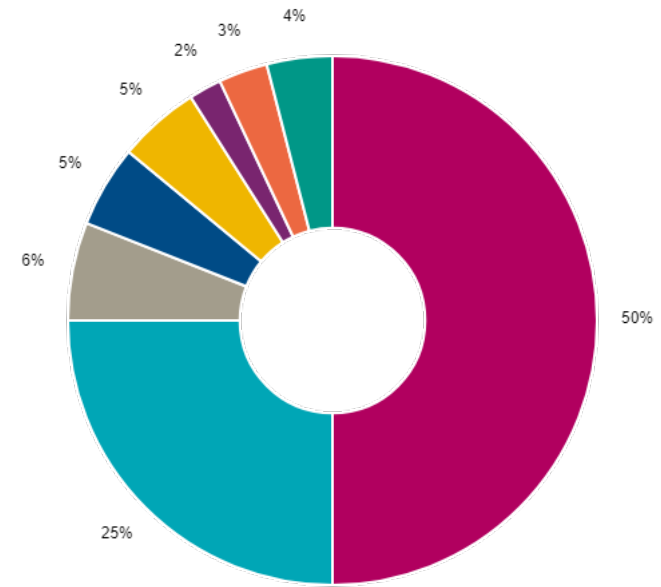


Chart 6: Complaints closed by complaint category (2017) - all complaints



Complaint categories

(Click on a category below for further information)

- Academic Status
- Service Issues (Contract)
- Financial
- Academic misconduct, plagiarism and cheating
- Discrimination and Human Rights
- Disciplinary matters (not academic)
- Not Categorised
- Welfare and Accommodation

Engagement with the OIA in 2017

This section includes general information about all providers' engagement with the OIA during 2017. Where relevant, we include specific information about the individual provider as well.

Response times to OIA information requests

A key time frame for the OIA's review of a complaint is the time it takes for the provider to respond to the OIA's initial request for information that we need to review a case. In 2017, the average number of days providers took to respond to our request for this information was 28 days. In 2017, 8 providers took an average of less than 20 days. This is hugely helpful to us. However, 41 providers took on average more than 30 days to respond.

In 2017, we made 5 or more separate initial requests for information from Queen Mary University of London. Queen Mary University of London responded to those requests in an average of 28 days.

Settlement of complaints made to the OIA

In 2017, the OIA continued to consider whether complaints that it received were amenable to early resolution, without the need for a full review. 9% of all complaints closed by the OIA in 2017 were resolved by settlement. None of the complaints closed against Queen Mary University of London in 2017 were resolved by settlement.

Compliance with OIA recommendations

Where the OIA considers a complaint to be Justified or Partly Justified our decisions will usually make recommendations to the provider. The OIA expects providers to comply with our recommendations in full and in a prompt manner. Compliance is carefully monitored by the OIA and the Independent Adjudicator is required by our Rules to report any non-compliance by a provider to the OIA's Board and to publish it in the OIA's Annual Report.

93% of 'student-centred' recommendations made to providers with an OIA compliance date in 2017, were complied with in a timely manner. The average number of days that providers took to comply with 'student-centred' recommendations with an OIA compliance date in 2017 was 16 days.

In 2017, Queen Mary University of London complied with 'student-centred' recommendations (those falling due in 2017) within the OIA timescale in 7 out of 7 complaints. We are grateful to Queen Mary University of London for its timely compliance with our recommendations.

Outreach events

In 2017, the OIA ran a wide-ranging outreach programme including seminars, webinars and visits by OIA staff to individual providers. We hope that these events proved useful and informative for our member providers.

We note that individuals from Queen Mary University of London have attended a number of OIA webinars in 2017. We are grateful for Queen Mary University of London's positive engagement with us.