

From: Freedom of Information

Sent: 17 August 2020 15:40

To:

Subject: Freedom of Information Response (Our Ref: K/20/272)

Dear

Freedom of Information Response (Our Ref: K/20/272)

Thank you for your Freedom of Information (FOI) request dated 20 July 2020, reference K/20/272.

Your request read:

“1) In relation to the 18/19 and 19/20 academic year, how many times did you agree to waive a student’s (postgraduate or undergraduate) tuition fees following a complaint about the quality of teaching or offer them a refund or compensation following a complaint about the quality of the teaching or more generally about the quality of their degree?”

Please note this question relates to the waiver or refund of fees in the 18/19 and 19/20 academic year irrespective of when the complaint was lodged and irrespective of which year’s teaching the complaint was made about. So this question should catch all complaints about teaching up to and including 19/20 which were paid out/refunded/waived in either the 18/19 or 19/20 academic year.

2) For each payment please give the amount, the subject and the year of teaching to which it relates.

3) In addition, for each payment please provide a one or two sentence summary of the complaint made, e.g. 'over half of the classes were cancelled due to a lecturer's sickness and the claimant blamed this for their poor performance in the assessments'.”

The University of Leeds will refund tuition fees where appropriate. The University has not waived or refunded any tuition fees due to a complaint in either the 2018/19 or 2019/20 academic years. We are still currently working through a number of complaints from the 2019-2020 session.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary

The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University's response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Kind regards

Chloe Wilkins
Freedom of Information Officer

Secretariat
University of Leeds