

From: Freedom of Information

Sent: 19 October 2020 15:59

To:

Subject: Freedom of Information Response (Our Ref: K/20/366)

Dear

Freedom of Information Response (Our Ref: K/20/366)

Thank you for your Freedom of Information (FOI) request dated 21 September 2020, reference K/20/366.

Your request read:

“How many complaints categorised as a) academic provision or b) quality of supervision and teaching did you receive between 23 March and 23 July 2019, and between 23 March and 23 July 2020.”

The University of Leeds holds this information.

Between 23 March 2019 and 23 July 2019, a total of 19 complaints were received which were categorised as being in relation to either academic provision (for example, the basic academic framework such as programme design, content and structure; resources and facilities; arrangements for assessment; and information provided to students about the programme) or the quality of supervision and teaching.

Between 23 March 2020 and 23 July 2020, a total of 51 complaints were received which were categorised as being in relation to either academic provision or the quality of supervision and teaching. Of these, a total of 20 complaints were specifically related to industrial action.

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