

From: [removed] **On Behalf Of** Freedom of Information
Sent: 25 May 2021 16:06
To:
Subject: Freedom of Information Response (Our Ref: K/21/178)

Dear

Freedom of Information Response (Our Ref: K/21/178)

Thank you for your Freedom of Information (FOI) request dated 07 April 2021, reference K/21/178.

Your request read:

“Please provide the number of tuition fee refund or rebate requests that have been made by students since 1 January 2019, stating whether they were successful or unsuccessful.
For successful requests, please state the amount refunded or rebated and the reason for this.”

The University of Leeds may hold some information relating to your question.

We have had a good number of requests for fee refunds and rebates, mainly arising from the periods of industrial action and the arrangements we have put in place to respond to the COVID crisis.

However, we are unfortunately unable to provide this information within the appropriate limit of 18 hours, as set out at Section 12(1) of the Freedom of Information Act 2000.

Section 12(1) states that a public authority can refuse a request if complying with it would exceed the appropriate limit of £450. For the purposes of FOI, time spent on the permitted activities is calculated at the flat rate of £25 per person, per hour. The appropriate limit therefore represents the estimated cost of one person spending 18 hours to determine whether the information is held, and to locate, retrieve and extract the information.

We have outlined the reasons for invoking Section 12(1) below.

The University does not hold the total number of requests for fee refunds/rebates centrally. As the requests for fee refunds/rebates would have been made to many different Schools and services, we would need to contact each of them individually to locate, extract, and provide this information. As such, we estimate this would take in excess of 18 hours.

Furthermore, if the University was able to provide the data, it should be noted that those figures would not be guaranteed to provide a comprehensive picture of requests made. This is due to the fact that students enquiring about refund/rebate requests would have been directed to the [University of Leeds' COVID FAQ webpage](#), which includes the University position of not offering tuition fee refunds. Following referral to the University's COVID FAQ webpage, many of the enquiries may simply have been deleted, which will have left us with an incomplete picture.

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.

Yours sincerely,