From: Freedom of Information  
Sent: 25 August 2021 15:25  
To:  
Subject: Freedom of Information Response (Our Ref: K/21/343)  

Dear

Freedom of Information Response (Our Ref: K/21/343)

Thank you for your Freedom of Information (FOI) request dated 9 July 2021, reference K/21/343. Please accept our sincere apologies for the delay in responding to your request.

Your request read:

“I am making a request under the Freedom of Information Act. Please could you tell me, for the past two academic years in total:

a) The number of requests/claims for tuition fee refunds due to the Covid pandemic
b) The number of those claims which resulted in a refund
c) The total monetary value of refunds given due to the Covid pandemic
d) The largest single refund given

If you don’t classify things as ‘refunds’ but as ‘compensation’, or something else which serves the same purpose - please make that clear in your answer and provide information on that.”

The University of Leeds holds this information. For your convenience we have responded to each of your questions in turn below.

a) The number of requests/claims for tuition fee refunds due to the Covid pandemic

The University of Leeds Student Cases Team, which handles the majority of formal complaints from students including those related to the coronavirus pandemic, have received the following:
2019/20 – 19 coronavirus-related complaints
2020/21 – 87 coronavirus-related complaints

Each of these complaints requested some form of refund, compensation or financial recompense.

b) The number of those claims which resulted in a refund
c) The total monetary value of refunds given due to the Covid pandemic
d) The largest single refund given

We address these questions together. No refunds/compensation requests have been paid.
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

Chloe Wilkins
Freedom of Information Officer

Secretariat
University of Leeds