office of the independent adjudicator

Professor David Phoenix OBE
Vice-Chancellor and Chief Executive
London South Bank University
103 Borough Road
LONDON
SE1 0AA

23 July 2014

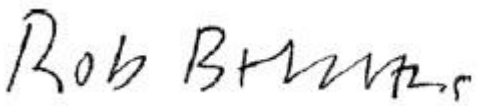
Dear Professor Phoenix,

Annual Letter

I enclose the OIA Annual Letter for your institution for 2013. This documents the University's record in handling complaints and appeals. Explanatory notes and relevant definitions are set out in Annexe 2. A copy of this letter will be published on the OIA website, together with letters to all other Scheme members, later this month.

I hope this is helpful.

Yours sincerely,



Rob Behrens

Independent Adjudicator & Chief Executive

'for students in higher education'

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Annexe 1

STATISTICS

London South Bank University		
Year	OIA Band	Number of students
2013	F	25645
2012	F	25440

Annual Complaints to the OIA[1]		
Year	Complaints received at the OIA	Complaints closed at the OIA[2]
2013	119	157
2012	120	69
Annual Change	Decreased by 1	Increased by 88

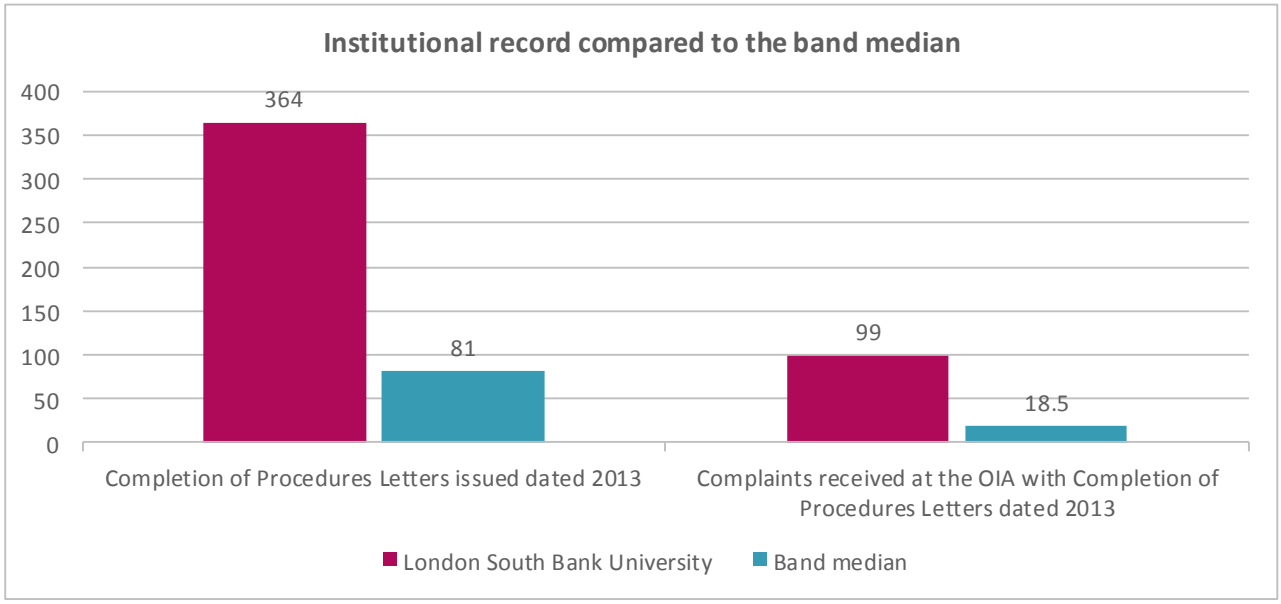
Completion of Procedures Letters issued dated	
2013	364
2012	614
Annual Change	Decreased by 250

Of these Completion of Procedures Letters issued the OIA received the following:

Complaints received at the OIA with Completion of Procedures Letters dated	
2013	99
2012	123
Annual Change	Decreased by 24

London South Bank University has informed the OIA that 364 students were issued with a Completion of Procedures Letter in 2013. To date the OIA has received 99 complaints from London South Bank University students with Completion of Procedures Letters dated 2013. This means that about one in every four students who exhausted the formal internal complaints procedures during 2013 brought their complaint to the OIA. By way of comparison, the mean average proportion of complaints brought to the OIA from universities in the same band was about one in every seven students who had complained.[3] Charts 1 and 2 below give the comparison between the returns from London South Bank University and the band medians.

Chart 1

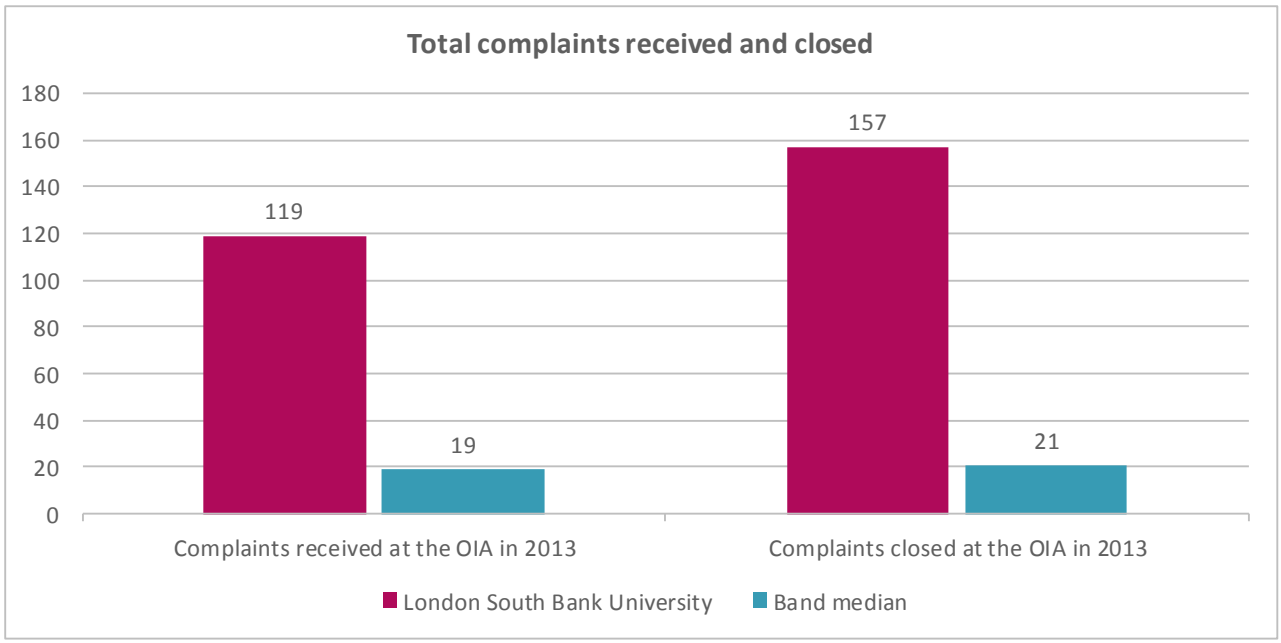


[1] The figures under headings "Complaints received at the OIA" and "Complaints received at the OIA with Completion of Procedures Letters dated [year]" may overlap. The figures under these headings should therefore not be added together.

[2] Some of the complaints might have been received in the previous year.

[3] Here we use the mean average for the band as the comparator. This is consistent with the way we have previously calculated the ratio of complaints to completion of procedures letters for the OIA as a whole. The charts that follow show comparison to the median average to limit the distorting impact of any outlying institutions within the band.

Chart 2



The OIA closed 157 complaints against London South Bank University in 2013. Chart 3 below displays the outcome of the closed complaints and compares London South Bank University figures to those of the band median.

Chart 3

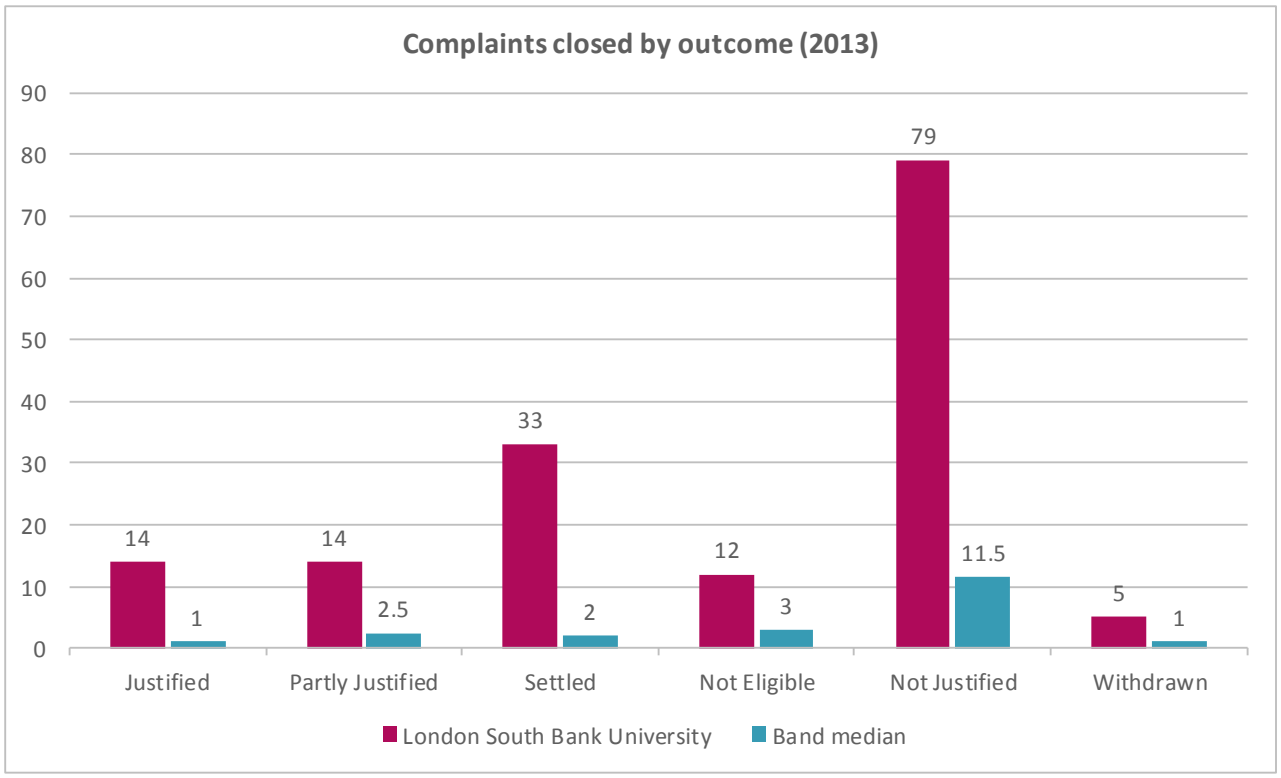


Chart 4 below breaks down the complaints about London South Bank University closed in 2013 by subject matter of complaint. Chart 5 below illustrates the proportion of the total number of complaints about all universities closed by the OIA in 2013 attributable to subject matter of complaint. In chart 4 actual numbers of complaints are contained in brackets.

Complaints closed by subject matter (2013)

- Academic Status
- Academic misconduct, plagiarism and cheating
- Discrimination and Human Rights
- Welfare and Accommodation
- Admissions
- Services issues (Contract)
- Disciplinary matters (not academic)
- Financial
- Other

Chart 4

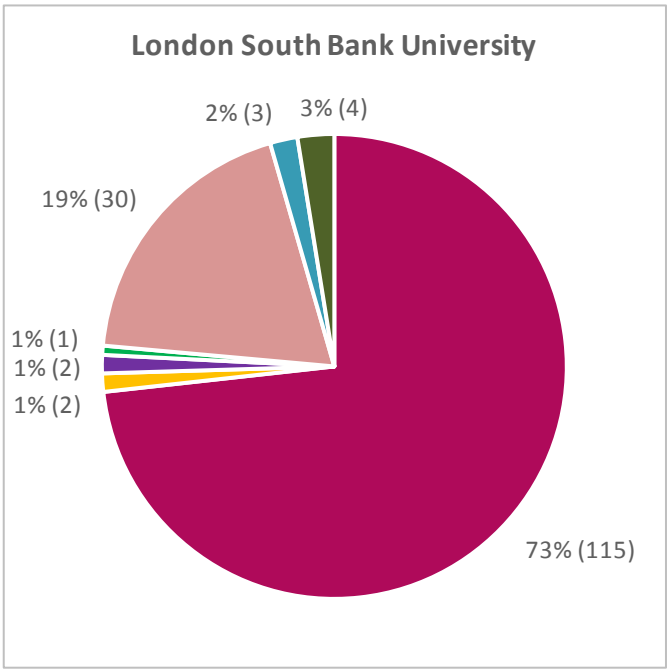
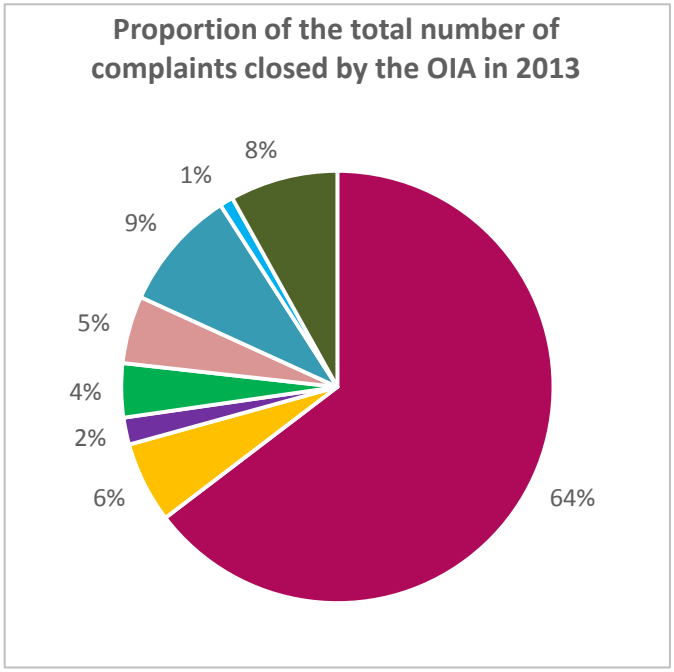


Chart 5



We note that your institution is receptive to settlement opportunities, and that some cases were resolved by settlement during the year. As previously notified the university's subscription for 2014 will include a case element based on complaint numbers in 2013.

Annexe 2

Explanatory Notes

Note 1 Under Scheme Rule 4 the OIA has the discretion, exceptionally, to review complaints even where the internal complaints procedures have not been exhausted. For statistical purposes, we treat such complainants as having exhausted the relevant procedures.

Note 2 Student numbers were obtained from Higher Education Statistics Agency (HESA) - www.hesa.ac.uk. 2009/2010 HESA figures were used to assign universities to the relevant OIA subscription band in 2012 and 2010/2011 figures in 2013.

Note 3 The heading 'Complaints received at the OIA in 2013' includes all complaints where the OIA Complaint Form was received at the OIA during 2013. It also includes Not Eligible complaints. By contrast, 'Complaints received at the OIA with Completion of Procedures Letters dated 2013' includes only complaints received at the OIA with Completion of Procedures Letters dated 2013, whenever received. For example, a complaint may have been received in 2014 but with the Completion of Procedures Letter dated 2013. The example given also applies to 2012 statistics.

Note 4 In this exercise, bands G, H and I are merged for the purposes of calculating band averages for universities in those bands. This enabled the OIA to provide more meaningful contextual information where numbers of institutions in bands are small.

Note 5 The heading 'OIA Band' refers to OIA subscription bands which are as follows:

Institution size	Band
Fewer than 500 students	A
501 to 1,500 students	B
1,501 to 6,000 students	C
6,001 to 12,000 students	D
12,001 to 20,000 students	E
20,001 to 30,000 students	F
30,001 to 50,000 students	G
50,001 to 100,000 students	H
More than 100,000 students	I

DEFINITIONS

Completion of Procedures Letter – Once a student has exhausted the university's internal complaints or appeals procedures, the university must promptly send the student a Completion of Procedures Letter. In line with published Guidance, this letter should set out clearly what issues have been considered and the university's final decision. This letter directs the student to the OIA.

Justified/Partly Justified/Not Justified – At the end of the OIA review process we will decide whether a student's complaint about the university is Justified, Partly Justified or Not Justified.

Not Eligible complaint – This is a complaint that we cannot review under our Rules.

Settled complaint - Once a complaint is received by the OIA and the University has been notified, a complaint will be considered "settled" where the parties to the complaint reach an agreed outcome prior to the OIA issuing a Final Decision.

Suspended complaint - A case may be suspended, normally at the request of a complainant, in exceptional circumstances e.g. bereavement or illness. Cases may also be suspended if there is on-going action taking place in another forum which could affect the outcome of the OIA's review e.g. secondary procedures taking place within the University.

University – For ease of reference, we use the word 'university' throughout the letter to include all institutions subscribing to the OIA Scheme.

Withdrawn complaint - A complaint will be considered "withdrawn" if a complainant requests that the OIA cease to review the complaint or in cases where the complainant fails to participate in the OIA's process.

CATEGORIES OF COMPLAINTS

Academic Status - complaints which are related to academic appeals, assessments, progression and grades.

Service Issues (contract) - complaints which are related to the course or teaching provision, facilities and supervision.

Disciplinary matters - complaints which are related to disciplinary proceedings for non-academic offences.

Academic Misconduct - complaints which are related to academic offences including plagiarism, collusion and examination offences.

Discrimination and Human Rights - complaints where the student claims there has been any form of discrimination, including harassment, and where he or she claims his or her Human Rights have been breached.

Financial - complaints relating to finance and funding: e.g. fees and fee status, bursaries and scholarships.

Welfare and Accommodation - complaints relating to support services, e.g. counselling, chaplaincy, assistance for international students, and university accommodation issues.

23 July 2014