

## ADR Annual Activity Report for Period 9 July 2016 to 30 September 2017

### 1) "Domestic" and "Cross-border" disputes received by type and totals for the period

| Type   | Domestic | Cross-border | Grand Total |
|--|----------|--------------|-------------|
| Academic Status                              | 712      | 340          | 1052        |
| Service Issues                               | 365      | 145          | 510         |
| Financial                                    | 102      | 29           | 131         |
| Academic Misconduct, Plagiarism and Cheating | 65       | 42           | 107         |
| Discrimination/Human Rights                  | 74       | 14           | 88          |
| Other  | 51       | 12           | 63          |
| Welfare and Accommodation                    | 57       | 16           | 73          |
| Disciplinary Matters (non-academic)          | 26       | 12           | 38          |
| Grand Total                                  | 1452     | 610          | 2062        |

On our Complaint Form we ask students to answer the following question: "when you applied for your course, were you: Resident in the UK; or Resident outside the UK. If you are unsure, please explain your circumstances." Where students fail to complete this question, we write to them asking them to do so. However, students who have withdrawn their complaint or whose complaint we have ruled not eligible, may not respond. For the purposes of this report we have included the "not specified" in the "domestic" column.

### 2) Systematic or significant problems occurring frequently that lead to disputes between consumers and traders. Your recommendations on addressing them.

We have identified a number of common themes in the complaints we have reviewed, but we have not identified any "systemic or significant problems" occurring frequently in disputes. Nonetheless we continue with our wide-ranging programme of outreach and the publication of new guidance to disseminate good practice in the sector. For example: in March 2017 we published a new chapter to the Good Practice Framework specifically for higher education providers working in partnership with others. For further information about common themes, please see our Annual Report for 2016 (<http://www.oiahe.org.uk/media/115360/oia-annual-report-2016.pdf>).

### 3) Total number of disputes refused to deal with. Breakdown in % of each permitted ground.

|  |     |
|--|-----|
| <b>Total number of disputes refused to deal with</b> | 403 |
|--|-----|

#### Percentage breakdown of receipts refused to deal with by permitted ground

| Permitted ground  | Percentage of disputes refused to deal with |
|---|---|
| (a) Prior to submitting the complaint to you, the consumer has not attempted to contact the trader concerned in order to discuss the consumer's complaint and sought, as a first step, to resolve the matter directly with the trader.  | 55.6%                                       |
| (b) The dispute is frivolous or vexatious.  | 1.5%  |
| (c) The dispute is being, or has been previously, considered by another certified ADR provider or by a court;   | 3.0%  |
| (e) The consumer has not submitted a complaint to you within the time period specified by you for dealing with complaints, provided that such time period is not less than 12 Months from the date upon which the trader has given notice to the consumer that the trader is unable to resolve the complaint with the consumer. | 10.4%                                       |
| (f) Dealing with such a type of dispute would seriously impair the effective operation of your ADR operation.   | 2.0%  |
| Other non-contractual reasons   | 27.5%                                       |
| Grand Total   | 100.0%                                      |

### 4) Percentage of ADR procedures discontinued for operational reasons and those reasons

0%

### 5) Average time to resolve "domestic disputes" and "cross-border disputes"

|                                  | Domestic | Cross-border | All |
|----------------------------------|----------|--------------|-----|
| Average time to resolve disputes | 97       | 97           | 97  |

Please note these figures show the average time in days taken from receipt of the original complaint form from the student to the time the outcome is reached.

### 6) Percentage of compliance

100%

### 7) Co-operation with network of ADR entities

n/a