

## ADR Annual Activity Report for Period 1 October 2017 to 30 September 2018

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

Type	Domestic	Cross-border	Grand Total
Academic Status	682	201	883
Service Issues	377	79	456
Financial	96	16	112
Academic Misconduct, Plagiarism and Cheating	50	30	80
Discrimination/Human Rights	57	13	70
Other	80	11	91
Welfare and Accommodation	73	6	79
Disciplinary Matters (non-academic)	52	7	59
Grand Total	1467	363	1830

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 However, students who have withdrawn their complaint or whose complaint we have ruled not eligible, may not respond.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: we will, within the next month, be publishing a new section of the Good Practice Framework specifically about disciplinary matters. We have also developed our programme of webinars to now include interactive sessions. We piloted this option on the topic of Fitness to Practise in early 2018 and will be rolling out interactive webinars on additional subjects next year. We have for the first time published "Briefing Note" on our approach to complaint subjects: one on complaints about strike action, and one on bullying and harassment. For further information about common themes, please see our Annual Report for 2017 (<http://www.oiahe.org.uk/media/121920/oia-annual-report-2017.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>
327

#### 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.	69.7%
(b) The dispute is frivolous or vexatious.	1.9%
(c) The dispute is being, or has been previously, considered by another certified ADR provider or by a court;	1.0%
(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.	8.9%
(f) Dealing with such a type of dispute would seriously impair the effective operation of your ADR operation.	2.2%
Other non-contractual reasons	16.2%
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	107	110	108

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

European Network of Ombuds in Higher Education (ENOHE)  
Ombudsman Association