

## ADR Annual Activity Report for Period 9 July 2015 to 8 July 2016

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

Type	Domestic	Cross-border	Grand Total
Academic Status	478	327	805
Service Issues	182	115	297
Financial	57	43	100
Academic Misconduct, Plagiarism & Cheating	27	34	61
Discrimination/Human Rights	48	12	60
Other	45	11	56
Welfare & Accommodation	29	11	40
Disciplinary Matters (non-academic)	18	7	25
Grand Total	884	560	1444

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 However, students who have withdrawn their complaint or whose complaint we have ruled not eligible, may not respond.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. For further information about common themes, please see our Annual Report for 2015.

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

Total number of disputes refused to deal with  
305

#### 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.	66.2%
(b) The dispute is frivolous or vexatious.	1.0%
(c) The dispute is being, or has been previously, considered by another certified ADR provider or by a court;	0.3%
(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.	6.2%
(f) Dealing with such a type of dispute would seriously impair the effective operation of your ADR operation.	1.0%
Other non-contractual reasons	25.2%
Grand Total	100.0%

Please note: Figures do not add up to 100% due to rounding

### 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
Average time to resolve disputes	82	89

### 6) Percentage of compliance

100%

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

n/a