

ADR Annual Activity Report for Period 1 October 2018 to 30 September 2019

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

Type	Domestic	Cross-border	Grand Total
Academic Status	779	247	1026
Service Issues	506	114	620
Other	122	14	136
Financial	89	21	110
Discrimination/Human Rights	92	13	105
Academic Misconduct, Plagiarism and Cheating	48	36	84
Disciplinary Matters (non-academic)	64	4	68
Welfare and Accommodation	59	7	66
Grand Total	1759	456	2215

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." If students do not 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 However, students who have withdrawn their complaint or whose complaint we have ruled not eligible, may not respond.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 detail in our annual report (<https://www.oiahe.org.uk/media/2315/annual-report-2018.pdf>) the trends and common themes that we identify in the complaints that we review. But, have not identified any "systemic or significant problems" occurring frequently in disputes. We have continued to develop the good practice guidance that we provide for the sector, and our outreach activities. We have just published a new section of our Good Practice Framework (<https://www.oiahe.org.uk/resources-and-publications/good-practice-framework/>) on Fitness to Practise, and will soon begin development work on the next section. We have seen increased participation in our programme of webinars, adding additional subjects and more opportunities for interactive sessions where providers can discuss their practices with others. We've also increased our programme of workshops; introduced recorded webinars, which are available to all from our website (<https://www.oiahe.org.uk/about-us/sharing-learning/outreach-and-events/webinar-recordings/>); held student discussion groups for the first time; and added to our 'Briefing notes' series with one on our approach to complaints involving sexual misconduct and harassment.

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

Total number of disputes refused to deal with	356
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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.	71.3%
(b) The dispute is frivolous or vexatious.	1.7%
(c) The dispute is being, or has been previously, considered by another certified ADR provider or by a court;	1.4%
(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.	6.7%
(f) Dealing with such a type of dispute would seriously impair the effective operation of your ADR operation.	2.8%
Other non-contractual reasons	16.0%
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	121	124	122

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. The increase in the overall average number of days corresponds with a 21% increase in the number of complaints received in the same period compared to the previous reporting period (October 2017 - September 2018).

6) Percentage of compliance

100%

7) Co-operation with network of ADR entities

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