

### 2023 Nature, Number and Outcome of formal complaints

The information in this part of the report is sourced from the Formal Complaints Register. 21 formal complaints received in 2023 out of which 1 was a group complaint of 3 students. 5 complaints open at the time of this report and are awaiting outcomes from the DCE Academic and/or Director Schools and Performance. As at the end of December 2023, there has been 17% increase in formal complaints YoY.

Information on nature, number, and outcome of formal student complaints as below:

