

Mr John Fox
Sent via email to
[request-239704-878f489c@whatdotheyknow.com]

2nd December 2014

Dear Mr Fox,

Thank you for your Freedom of Information request dated 18 November 2014, seeking information on survey or polls that mention complaints, appeals and harassment procedures. I am able to provide the following response to your questions.

Given the information you have mentioned in the previous email, I will limit my request to just any documents that survey or poll students which mention:

1. The Complaints Procedure (as specified here:
<http://www.york.ac.uk/about/departments/support-and-admin/academic-registry/complaints/>).
2. The Appeals Procedure (which the above webpage states is different from the Complaints Procedure)
3. The Harassment Procedure (as referenced in the above webpage)
4. the OIAHE (<http://www.oiahe.org.uk/>)

Please provide all surveys or polls located at departmental or university admin level. I imagine this information could be gathered by sending out a request for such documentation by CCing the relevant departmental administrators and the relevant administrator in

different sections of university support staff who might hold such surveys or polls on record. I imagine if these documents exist, it would be more likely to be held by one of the Support Services department rather than individual departments. Please cover the years specified in my previous request.

The information requested is not held by the university. After consulting each service separately it has been found that none of these departments administer any kind of poll or survey aimed at students in relation to complaints, appeals or harassment procedures.

Regarding information held by the OIAHE, this body is independent of the university, any questions for this department would need to be sent directly to them on their 'contact us' page which can be found here at <https://www.oiahe.org.uk/contact-us/e-form.aspx>.

This completes your request.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted in writing to me, at the above address, detailing grounds for appeal/complaint. A full copy of our review procedure can be accessed at <http://www.york.ac.uk/recordsmanagement/foi/foi-policy/foi-complaints/>.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please do not hesitate to contact me if you have any queries concerning this response.

Yours sincerely,

Lucy Cook
Freedom of Information Support Officer