

By email only to: request-632908-1748f9eb@whatdotheyknow.com

28 February 2020

Dear Jenna Corderoy,

Freedom of Information Act 2000

Request for information: Response

Date of request: 9 January 2020

Due date: 6 February 2020

Ref: RITM0255021

We refer to your request for information under the Freedom of Information Act 2000 ("the Act"). Please accept our apologies for the delayed response.

Below is your question with the University's corresponding response.

Question

This is a request for information under the Freedom of Information Act. It refers to the Chinese Students and Scholars Association (CSSA).

From 1st January 2019 to the current day, I would like the following information:

- The number of complaints received by the university that refer or relate to the CSSA.
- For each complaint that refers or relates to the CSSA, please indicate the date when it was received by the university.
- For each complaint that refers or relates to the CSSA, please indicate whether the complainant was a student or a member of staff. If the complaint was not made by a student or a member of staff, please indicate in a broad sense, who made the complaint e.g. member of the public etc.
- For each complaint that refers or relates to the CSSA, please provide a copy of the complaint (without identifying the complainant). If this is not possible, please provide a summary of the complaint.

For each complaint that refers or relates to the CSSA, please indicate the outcome.

Response:

In accordance with [section 1\(a\)](#) of the Act, we confirm that the University holds information of the description specified in your request. The answers to your questions are as follows:

The University has no records of any formal complaints on the database for "Chinese Students and Scholars Association" or "CSSA".

If you do not feel that we have dealt with your request in accordance with the requirements of [Part I](#) of the Act, you may request a review. Your request for a review should specify in what respect you consider that the requirements of [Part I](#) have not been met. Please address your request to the Chief Operating Officer at the following address: foi@soton.ac.uk.

In accordance with section 5.3 of the [Code of Practice](#), a request for a review must be sent within 40 working days of the date of this email. The University is not obliged to accept any requests for a review beyond 40 working days.

We will endeavour to respond to your request for a review within 20 working days of receipt.

The Information Commissioner is responsible for enforcing rights of access to information and the operation of the publication scheme. You may apply to the Information Commissioner in writing (FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF) or [electronically](#) for a decision whether, in any specified respect, your request for information has been dealt with by the University in accordance with the requirements of [Part I](#) of the Act. The Information Commissioner will not normally take action unless they are satisfied that the University's review procedure has been exhausted.

Yours sincerely,

A handwritten signature in black ink that reads "foi".