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| **Student Complaint Form** | big_logo_new |

*You should read the Student Complaints Procedure (the Procedure) before you complete this form. The procedure is available at: http://www.leeds.ac.uk/secretariat/student\_complaints.html or from the Secretariat’s Student Cases team (contact details are set out at the end of this form).*

*The purpose of the form is to collect details of your candidature, grounds and details of your complaint and the outcome you wish to achieve through the procedure. You may, if you wish, provide more detailed information in the form of a complaint statement with the evidence upon which you rely attached as appendices to your statement (see the Information Notes at the end of this form).*

*If you need help in making a complaint you may wish to contact Student Advice in the Leeds University Union.* [*https://www.luu.org.uk/student-help-support/*](https://www.luu.org.uk/student-help-support/)*. Guidance on the Student Complaints Procedure can be obtained from the Student Cases team.*

***Please complete all sections of the form.***

*If you require an adjustment to the way you submit your complaint due to disability or accessibility need please contact us by emailing studentcomplaints@leeds.ac.uk or calling 0113 343 1276.*

**SECTION ONE: YOUR DETAILS**

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| Family Name |       | Title(please indicate) |  |
| Other (please specify):      |
| First Name |       |
| ID Number  |   |   |   |   |   |   |   |   |   |
| Postal Address  |       |
| Email Address | [insert your University email address if you are a current student. All correspondence will be by email to this address] | Telephone Number |       |
| Please confirm how you prefer to be contacted (please tick) | Via postal address | [ ]  | Via email | [ ]  |
| Your programme of study (e.g. BA English & History, MSc Civil Engineering, etc.) |       |
| Your school/department/accredited institution (e.g. School of Music) |       |
| Please tick this box if you are being supported by LUU Student Advice and to confirm that details of your complaint can be shared with the team | [ ]  | Name of LUU Student Advisor (if known) |       |

**SECTION TWO: CONCERN YOU WISH TO RAISE**

Please specify below the main issue of concern.

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**SECTION THREE: GROUNDS FOR COMPLAINT**

Please indicate by ticking the appropriate box(es) the grounds on which you wish to complain (to be completed in all cases) (more than one box may be ticked):

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| (a) | Dissatisfaction with standards of academic provision *(for example, the basic academic framework such as programme design, content and structure; resources and facilities; arrangements for assessment; and information provided to you about your programme).* | [ ]  |
| (b) | Dissatisfaction with the quality of supervision and tuition. | [ ]  |
| (c) | Failure to meet obligations *(such as those set out in the Prospectus, the Partnership and the Student Contract – or assurances which may have been given to you on an individual basis).* | [ ]  |
| (d) | Deficiencies in standards of service *(which might include problems with support facilities such as accommodation or administrative services).* | [ ]  |
| (e)  | Harassment, bullying and victimisation. | [ ]  |
| (f) | Other deficiencies in the quality of your learning experience. | [ ]  |

**SECTION FOUR: SUMMARY OF COMPLAINT**

Please provide a clear and concise summary of the key points of your concern in the box below, including an outline of any informal discussion which have already taken place to resolve the issue. (You may provide further details in an attached statement of appeal.

*(See further the Guidance Notes at the end of this form).*

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**SECTION FIVE: DESIRED OUTCOME**

Please indicate in the box below the remedy you are seeking in the event of your complaint being successful.

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**SECTION SIX: DECLARATION**

**I confirm that I have read the Student Complaints Procedure (the Procedure). I agree to the University of Leeds using the information provided in this form and any attached documentation for the purposes of processing and investigating my complaint in accordance with the Procedure. I understand that my complaint may be sent to relevant staff in the University for the purpose of investigation and will be disclosed to those needed to respond to and determine my case.**

**I am aware that my data will be held and retained by the University in accordance with the University Student Privacy Notice.**

**Where I have included third party information and data, I confirm that I have permission from the relevant third parties for the data to be processed by the University and retained with my case papers.**

*(For electronic submission of complaints only: please type your name and the submission date in the fields below.)*

**Signed:**       **Date:**

**SECTION SEVEN: LIST OF DOCUMENTATION SUPPLIED**

Please provide a list of the documentation you have submitted with this form.

*(See the Information Notes for further details about what you need to do).*

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**INFORMATION NOTES**

*Access*

1. If you require an adjustment to the way in which we communicate with you, including how you submit your complaint, then please contact the Student Cases Team [details at the bottom of this page] so that we can work with you on this.

*Data and confidentiality*

1. Complaints submitted under this procedure are considered in confidence and information is disclosed only with to who need to investigate it or respond to the issues raised. The University holds and retains information about your complaint in accordance with the University Student Privacy Notice. For more information see [www.leeds.ac.uk/privacynotice](http://www.leeds.ac.uk/privacynotice).

*Timeframes*

1. While there is no strict time limit for making a complaint in the case of registered students, the University would not, ordinarily, consider complaints more than 12 months after the relevant issues or events first arising.
2. The Student Complaints Procedure sets out the timeframes within which the student cases team normally aim to acknowledge and respond to complaints. If your complaint is likely to take longer to process, you will be given information about the reasons why, and about revised timeframes.

*The format of your complaint*

1. Your statement of complaint must set out all the reasons why you are complaining (grounds for complaint are summarised on p2 of this form). These should ideally be presented in chronological order. You should also state clearly the remedy you are seeking.
2. Your statement can be as long or as short as you choose, and you can include as little or as much supporting evidence as you think is necessary. However, do not assume that the longer the statement or the greater the volume of paperwork, the stronger the case.
3. Please ensure you have included all relevant evidence: information that is left out cannot necessarily be included at a later stage.
4. Please endure that he pages of any detailed supporting statement are numbered and that a list of any annexes to the statement is included. For accessibility and clarity, please ensure:
5. the form and any accompanying material are presented using reasonable margins and a font size no smaller than point 11;
6. all pages provided are single sided copies;
7. all pages provided are clear enough to photocopy or scan;
8. all pages, including annexes, are numbered in a single sequence extending from the start of the statement to the end of the annexes;
9. pages are not stapled or bound together;
10. sections are not divided with coloured tabs;
11. material is not provided on coloured paper;
12. you have not used highlighter pen to mark text as this may not show up after scanning or copying.
13. Please keep a copy of the completed form and all the documents you have submitted in support of your complaint.

*Submitting your complaint*

1. Please submit your completed complaints form and all supporting evidence by email to studentcomplaints@leeds.ac.uk.
2. You should expect to receive an acknowledgement of receipt of your complaint within 5 working days of submission.
3. General information about complaints can be obtained at <http://www.leeds.ac.uk/secretariat/student_cases.html>. For further information and queries, please contact the Student Cases Team at The Secretariat, Level 11, EC Stoner Building The University of Leeds, Leeds LS2 9JT E-mail: studentcases@leeds.ac.uk Tel: 0113 343 1276/36939.