# Student Complaint Form (industrial action)

* This form is designed for use with the University's Regulations Governing Student Complaint and **should only be used for complaints relating to the industrial action that began in May 2021.**
* Please ensure that you have read and understood the Regulations and have consulted [the Student and Academic Services webpages](https://www2.le.ac.uk/offices/sas2/regulations/appeals-complaints/complaints) for further information about the complaint procedure before completing this form.
* The Advice Service in the Students’ Union will be able to provide help with your complaint. They can be contacted in the Percy Gee Building; or by telephone on 0116 223 1132; or by email at [advice@le.ac.uk](mailto:advice@le.ac.uk). Note that the Advice Service cannot complete this form on your behalf.
* Please note that students will be able to submit a formal complaint between 26 July and **the final deadline for submission is 20 August 2021.** Complaints submitted after this period will be deemed to be out of time and will not be considered unless we accept that you have provided clear documentary evidence to demonstrate that you were prevented from submitting your complaint earlier.
* When you have completed this form, please return it to the following address: [industrialaction@le.ac.uk](mailto:industrialaction@le.ac.uk)

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| **Section 1. Student contact information** | |
| Title (Mr, Miss, etc): | Click here to enter text. |
| First name(s): | Click here to enter text. |
| Surname: | Click here to enter text. |
| Student number: | Click here to enter text. |
| Contact Details:  Please note correspondence regarding your complaint will be via email only. | University Email:  Click here to enter text.  Alternative email (e.g. Gmail):  Click here to enter text.  Telephone Number: Click here to enter text. |

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| **Section 2. Student academic information** | |
| Academic School | Click here to enter text. |
| Programme of Study | Click here to enter text. |
| UG students only: current year of study (e.g. 1st) | Click here to enter text. |

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| **Section 3. Grounds for complaint** |
| You may only submit a complaint in relation to the industrial action on the following grounds: [click relevant box(es) to select]: |
| 1. That there is evidence of significant disadvantage caused by the industrial action (if you select this box, complete all boxes in section 4A); |
| B.  That the University failed to take reasonable measures to mitigate the impact of the industrial action (if you select this box, complete all boxes in 4B); |
| C.  That planned formal teaching events were cancelled and not replaced (if you select this box, complete all boxes in section 4C). |

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| **Section 4. Complaint Details** |
| Use the relevant box(es) below to **explain** **in full** the grounds on which your complaint is based:   * Describe in detail the circumstances you wish to raise; * Be specific about the dates of the circumstances upon which your claim is based; * Include documentary evidence to support your claim, where appropriate. * Identify the specific formal teaching events (online or face-to-face) cancelled as a result of the industrial action and not replaced. * **Failure to do so may result in your complaint not being considered.**   Note: the boxes will expand to accommodate your text |
| 1. **Evidence of significant disadvantage caused by the industrial action .** |
| 1. Detailed description of your claim   Click here to enter text.   1. I have included evidence to support my claim:   Please tick  Yes  Please attach evidence to the email submission alongside this form.  No  Your claim may not be processed without this) |

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| 1. **The University failed to take reasonable measures to mitigate the impact of the industrial action** | | | | | |
| 1. Please indicate the measures taken by the University and your school to mitigate the impact of the industrial action. You may find it useful to refer to the FAQs page [HERE](https://uniofleicester.sharepoint.com/sites/industrial-action) before completing this section   Click here to enter text. | | | | | |
| 1. Please provide a detailed description of your claim, demonstrating how you were materially disadvantaged as a direct result of the industrial action.   Click here to enter text. | | | | | |
| 1. **Planned formal teaching events were cancelled and not replaced** | | | | | |
| 1. Please complete the below table, including specific details of formal teaching that were cancelled as a result of the industrial action and not replaced. 2. Please consult the example included below and ensure you provide this information in relation to your own claim. | | | | | |
| Module Code | Module Title | Scheduled date of teaching event | Scheduled start time | Duration (hours) | Type of event |
| *e.g. FX1000* | *Introduction to Physics* | *04/05/2021* | *11:00am* | *2* | *Lecture* |
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| **What remedy are you seeking?** |
| Please provide information about the steps you would like the University to take to resolve your complaint.  Please note: the complaints process is unable to offer remedies such as changes to an assessment grade or academic award. Please refer to the academic appeals process or email [complaints@le.ac.uk](mailto:complaints@le.ac.uk) for further guidance. |
| Click here to enter text. |

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| **Declaration:** *By submitting this form: I declare that the above information is accurate and true; I confirm that the details of this complaint are complete and can be passed on to the relevant University staff considering my complaint; I confirm have included relevant third party documentary evidence to support my case (where applicable).* | |
| Signature | Click here to enter text. |
| Date | Click here to enter text. |