# Stage One Student Complaint Form

* This form is designed for use with the University's Regulations Governing Student Complaints.
* Please ensure that you have read and understood the Regulations and have consulted [the Student and Academic Services webpages](https://le.ac.uk/policies/regulations/appeals-complaints/student-discipline-appeals) 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.
* We ask you to try to resolve a complaint directly, informally and as soon as possible with the person or service concerned before submitting a formal complaint. An informal approach should be made to the person responsible for that service, such as a Head of Department or the manager of a service.
* Please note that you must submit a formal complaint within three months of the matter first occurring. 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.
* Please complete the form below and email it to [complaints@le.ac.uk](mailto:complaints@le.ac.uk). The boxes will expand to accommodate your text.

| 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. |
| Address:  Click here to enter text.  Country: Click here to enter text.  Postcode: Click here to enter text. | University Email:  Click here to enter text.  Alternative email (e.g. Gmail):  Click here to enter text.  Telephone Number: Click here to enter text. |

| Student academic information |  |
| --- | --- |
| Academic Department: | Click here to enter text. |
| Course name: | Click here to enter text. |
| UG students only: current year of study (e.g. 1st) | Click here to enter text. |

| Group Complaints |
| --- |
| Is this a group complaint? (Click box to select)  **Yes**  **No** |
| If so, please indicate the name of the lead contact:  Click here to enter text. |

| Timeliness |
| --- |
| Is your complaint being made within 3 months of the matters first arising? (Click box to select)  **Yes**  **No**  Explanation of why it was not possible for you to submit your request within this timeframe:  Click here to enter text. |

| **What do you want to complain about?** |
| --- |
| Please set out clearly and concisely what you are complaining about and why.   * Describe in detail the circumstances you wish to raise; * Be specific about the dates of the circumstances relevant to your concerns; * Include documentary evidence to support your claim, where appropriate; |
| Click here to enter text. |

| What remedy are you seeking? |
| --- |
| Please provide information about the steps you would like the University to take to resolve your complaint. |
| Click here to enter text. |

| What informal steps have your taken to resolve your complaint? |
| --- |
| Please provide information about who you have already discussed your complaint with.  The Complaint Procedures encourage students to raise concerns quickly with those most directly involved. Your complaint may be referred back to the informal stage, if after assessment that appears to be best way to resolve the concerns.  The University understands that there may be certain circumstances where you are uncomfortable about raising concerns with those directly involved. You may wish to seek advice from the Advice Service or refer your concerns to the most relevant alternative contact, for instance the Head of Department/Service, Personal Tutor, Student-Staff Committee. Please consult the named [student complaint contacts](https://le.ac.uk/about/contact/student-complaints/contacts) if you are unsure.  Please include relevant supporting documentation e.g. copies of notes of meetings, relevant correspondence. |
| Click here to enter text. |

| Please provide information about the outcome of your informal discussions and indicate why you are still unsatisfied. |
| --- |
| Click here to enter text. |

**Section 5.** 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;*
* *I consent to the information contained within it to be shared with relevant University staff for the purposes of considering and investigating my complaint;*
* *In line with the* [*Student Information privacy notice*](https://www2.le.ac.uk/legal/privacy/student)*, I confirm that by providing information via the student complaint process, I am providing consent for information to be shared for the purposes of the provision of student support;*
* *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. |