# **Stage Two Complaint Form**

* Use this form if you have received the formal response to Stage One complaint and believe you have grounds for requesting a review as set out below;
* Please ensure you submit your request for consideration at Stage Two within 28 calendar days of the date you received the outcome of your Stage One complaint;
* Requests for consideration at Stage Two submitted after the deadline will be deemed to be out of time and will not be considered unless you submit clear documentary evidence that the University deems demonstrates that you were prevented from submitting the request by the deadline;
* If you are presenting new evidence at Stage Two, you must explain why it was not presented at Stage One;
* You are advised to consult [the Student and Academic Services webpages](https://le.ac.uk/about/info/contact/student-complaints) for further information about the complaint procedure before completing this form. Advice about the Stage Two procedure and making your case can be obtained from the Advice Service, Students’ Union (+44 (0)116 223 1132, [advice@le.ac.uk](mailto:advice@le.ac.uk). Note that the Advice Service cannot complete this form on your behalf.
* 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.

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| Title (Mr, Miss, etc):  Click here to enter text. | First name(s):  Click here to enter text. |
| Surname:  Click here to enter text. | Student ID:  Click here to enter text. |
| Have your contact details changed from those included on your Stage One complaint form? (Click box to select)  **Yes**  **No** | |
| **If yes,** please include the updated details below. Please note that communication about your complaint will be via email, unless otherwise agreed. | |
| 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. |
| Date of notification of response to your Stage One complaint:  Click here to enter text. | |

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| Is your request for consideration at Stage Two being made within 28 calendar days of the response to your Stage One complaint? (Click box to select)  **Yes**  **No**  Explanation of why it was not possible for you to submit your request within the deadline:  Click here to enter text. | |
| What are your grounds for requesting a review? (Click box[es] to select)  **there is evidence of a procedural irregularity in the Stage One consideration of the matter**  **there is new evidence which, for an acceptable reason, was not submitted at Stage One**  **there is evidence, previously available at Stage One which requires further consideration** | |
| **Using your chosen grounds for requesting a review, please provide an explanation as to why you are not satisfied with the response to your complaint at Stage One.**  Please indicate the elements of the response you are not satisfied with, giving the reasons why you believe the response is unsatisfactory and stating the remedy sought.  Click here to enter text. | |
| **Documentation (please attach all supporting evidence and list below).**  Please note that the Stage Two Senior Officer will have access to:  (a) any documentation submitted by you at Stage One;  (b) the letter setting out the outcome of the investigation of the complaint in Stage One;  (c) key documents taken into consideration by the Stage One Senior Officer | |
| Click here to enter text. | |
| Declaration: (Click box to select) | Date of submission of review request: |
| **I confirm that I am submitting this request for stage two consideration on my own behalf** |