# Student Complaint Form (COVID-19)

This form is designed for use with the University's Regulations Governing Student Complaints. It should be used **only** for complaints relating to the COVID-19 pandemic, for example, where online teaching was not offered for the relevant period, or where you consider that the revised assessment arrangements and other mitigation did not address your position adequately including in relation to the May assessment period.

The University continues to follow government guidelines and in line with these will not be offering universal refunds of tuition fees.

The Regulations can be found here:

<https://le.ac.uk/about/contact/student-complaints>

Please ensure that you have read and understood the Regulations before completing this form. The Advice Service in the Students’ Union will be able to provide help with your complaint. They can be contacted via email at [advice@le.ac.uk](mailto:advice@le.ac.uk). Please note that the Advice Service can provide guidance but cannot complete this form on your behalf.

When you have completed this form, please return it to the Quality Office ([qualoffice@le.ac.uk](mailto:qualoffice@le.ac.uk)).

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| **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. |

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| **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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| **Details of the impact of the COVID-19 pandemic on your studies** |
| Please provide the following details in the box below   1. The name(s) and module number(s) affected, indicating if/where there was no online or alternative provision offered due to the COVID-19 pandemic.   Click here to enter text. |
| 1. What steps you understand the University and your school has taken to mitigate the effects of the pandemic, e.g. changes to assessments, use of lecture capture, directed reading, online materials or offering alternative learning and teaching sessions via digital means.   Click here to enter text. |
| 1. How you were able to benefit from any of the steps taken by your school?   Click here to enter text. |
| 1. Explain why you feel that the mitigating actions taken by the University have not been adequate during the pandemic.   Click here to enter text. |
| 1. What action would you like the University to take?   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. |