

Complaints Procedure - Formal Complaint Form

1. Before completing the form, please ensure that you have read the University Complaints Procedure.
2. Please ensure that you have already attempted to resolve your complaint using the Personal Resolution (Stage One) procedure. Only in exceptional cases, will you have grounds to miss Stage One.
3. Completed forms and any supporting evidence should be emailed to complaints@leedstrinity.ac.uk.

Section A – Your Details

Name	
Title	
Email address	
Telephone Number	
Student ID Number	
Year of Programme	
Full Programme Title	
Programme Type (FT or PT)	
Student Status	Current / Withdrawn / Graduated / Apprentice (Delete as appropriate)
Date of Graduation / Withdrawal (if applicable)	

Section B – Details of the Formal Complaint

You must submit your Formal Complaint within one calendar month of the conclusion of the Stage One (Personal Resolution) proceedings.

Please provide details of your formal complaint below, including date(s) of relevant incident(s). You may use an additional sheet if necessary.

Please set out below, the outcome from the Personal Resolution procedure together with details of why you are dissatisfied with this outcome.

Please answer the following questions:

Which members of staff have considered your Personal Resolution?	
When did the Personal Resolution procedure start?	

When did the Personal Resolution procedure end?	
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Please set out below, the outcome you are seeking from your formal complaint.

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Section C – Your Information

The University will use the information provided on this form to investigate your complaint. The details will be provided only to those Schools or Support Services within the University as necessary to conduct a thorough investigation.

Please submit your formal complaint form (signed and dated) and any supporting documentation by email to complaints@leedstrinity.ac.uk.

Signed

Dated