

Complaints Procedure – Complaint Outcome Review

1. Before completing the form, please ensure that you have read the University Complaints Procedure.
2. Before completing this form, please ensure that you have received the outcome of your Formal Complaint (Stage Two).
3. Completed forms and any supporting evidence should be emailed to the Vice-Chancellor's PA at vc@leedstrinity.ac.uk within 10 working days of the receipt of the outcome of the formal complaint investigation.

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Student Status	Current / Withdrawn / Graduated / Apprentice (Delete as appropriate)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 (Stage Two)

Please provide details of the outcome of the formal complaint below, including the date when the outcome of the formal complaint investigation was received.

Please set out below, the reasons why you believe that:

- a) There was faulty or irregular procedure in the handling of the Formal Complaint; or
- b) New relevant information not available previously has emerged; or
- c) There is evidence that the initial decision was inequitable, unreasonable or perverse.

Please set out below, the outcome you are now seeking.

Section C – Your Information

The University will use the information provided on this form to undertake a review of your Formal Complaint outcome. The details will be provided only to those Schools or Support Services within the University as necessary to conduct a thorough investigation.

Please submit this Complaint Outcome Review and any supporting documentation by email to the Vice-Chancellor’s PA at: vc@leedstrinity.ac.uk.

Signed

Dated