

Complaints Procedure

Stage Three Complaint Review Form

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 Stage Two Formal Complaint.
3. Your completed form and any supporting evidence should be emailed to the Vice-Chancellor's PA at vcAdmin@leedstrinity.ac.uk within 10 working days of the receipt of the outcome of the Stage Two Formal Complaint investigation.

Section A: Your Details

Name	
Student ID Number	
Email address	
Telephone Number	
Year or Level of Programme	
Full Programme Title	
Student Status Please state: Current, Withdrawn or Graduated	
Date of Graduation / Withdrawal (if applicable)	

Section B: Details of the Stage Two Formal Complaint

Please provide details of the outcome of the Stage two 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 Stage Two 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 investigate your complaint. The details will be provided only to those academic departments or Professional Support Services within the University, as necessary, to conduct a thorough investigation.

The Vice-Chancellor or delegate will investigate the case fully and will respond in writing to you, normally within 28 working days, stating the outcome of the review. Any delay in communicating the outcome will be communicated to you before the expected outcome date.

Please submit this Stage 3 Complaint Outcome Review form and any supporting documentation, by email, to the Vice-Chancellor's office at vcAdmin@leedstrinity.ac.uk.

Signature:	Date:
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