

## Complaints Procedure

### Stage Two Formal Complaint Form

1. Before completing this 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 Stage One Personal Resolution process as explained in the Complaints Procedure.
3. Your completed form and any supporting evidence should be emailed to [complaints@leedstrinity.ac.uk](mailto:complaints@leedstrinity.ac.uk).

#### 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Student Status Please state: Current, Withdrawn or Graduated	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 One Personal Resolution

Please set out below, the outcome from the Stage One 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?	

## Section C: Details of the Stage Two Formal Complaint

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

Please provide details of your Stage Two Formal Complaint below, including the date(s) of any relevant incident(s).

Please set out below, the outcome you are seeking from your Stage Two Formal Complaint.

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### Section D: 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 University will aim to communicate an outcome to you within 25 working days of the receipt of the written complaint. Any delay in communicating the outcome will be communicated to you before the expected outcome date.

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

Signature:	Date:
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