

London Contemporary Dance School (The Place)

Student Complaints Procedure

Name of Policy Writer	Lead Post Holder	Date approved	Approved by	Review Date
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WHAT TO DO IF YOU WOULD LIKE TO MAKE A COMPLAINT

Stage 1 – Informal Resolution

Talk to relevant staff member to try and resolve the problem first e.g:

Course Leader / Director of your Course for a complaint relating to your course

Director of Registry and Student Wellbeing for student support and wellbeing complaint

Student Support Staff / Personal Tutor for complaints relating to discrimination or bullying

Complaint resolved?

Yes

No further action needed

No

Continue to Stage 2

Stage 2 – Formal Complaint

Complete relevant Student Complaint Form

Investigation by member of staff at The Place

Receive Stage 2 Outcome Letter and Resolutions (if applicable)

Satisfied with outcome?

Yes

End of Complaints Procedure

No

Continue to Stage 3

Stage 3 – Request for an Appeal

If you feel there are grounds for an appeal submit a Student Complaint Form within 14 days of Stage 2 Outcome Letter

Chief Executive (or nominee) confirms if there are grounds for an appeal

No grounds for appeal

End of LCDS Process – Completion of Procedures letter issued by LCDS

Grounds for appeal

Reviewer or Appeals Panel will consider case

Will make judgement on complaint and if appropriate make proposals for recommendations of further actions.

End of LCDS Process

Completion of Procedures Letter issued by LCDS

If your complaint is still unresolved you are entitled to ask the OIA to consider it: <http://oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx>.

Introduction

1. LCDS are committed to considering and investigating genuine complaints from students. LCDS defines a complaint as being an expression of dissatisfaction by one or more students about an action or lack of action by LCDS, or about the standard of service provided by, or on behalf of LCDS, which warrants a response. LCDS will seek to learn from the experience of complaints and improve services for all students at LCDS.
2. The Complaints Procedure encompasses LCDS's procedures for student complaints and has been designed to operate in accordance with the Office of the Independent Adjudicator's Good Practice Framework for Handling Complaints and Academic Appeals.
3. In order to make a complaints procedure as impartial and unbiased as possible, LCDS have formed a partnership with Northern School of Contemporary Dance (NSCD) to support a joined up approach to our complaint procedures, where each school will support the other in this process.
4. In operating any of the processes or procedures under this policy, LCDS may as necessary involve members of staff from across The Place to support those processes. LCDS where necessary will involve members of staff from NSCD and/or another external partner with a means of seeking impartiality, in all cases we will consult the student/s on our rationale for engaging with partners.
5. LCDS hold procedural integrity and fairness at the heart of all our policies. In order to avoid any potential conflicts of interest (e.g. where procedural independence may be compromised), and/or where specific expertise is required, staff from NSCD may also as necessary be consulted to operate procedures on behalf of LCDS, at the request of the Chief Executive or their nominee. No proceedings under this Policy shall therefore be invalidated by virtue of the involvement of an officer of another school.
6. In the operation of the processes set out in this Policy, LCDS will remain mindful of their legal obligations, including its duty of care and its obligations under the Equality Act 2010 which include the duty to make reasonable adjustments.
7. The policy applies to matters of complaint arising after the formal confirmation of offer to study on a course of Higher Education at LCDS. Matters of complaints arising during the application process should be addressed using the [LCDS Admissions Appeals and Complaints Procedure](#).
8. The basis of this procedure is that it is fair, efficient and transparent, with one informal and two formal elements:
 - Stage One:** Informal Resolution, deal with at the most local relevant level
 - Stage Two:** Formal Resolution, investigation by a senior member of staff at The Place
 - Stage Three:** Appeal
9. For the avoidance of doubt, in the event of the procedure being updated or amended, the version of this policy that will apply will be determined by the date (usually the academic year) that a formal complaint is logged with LCDS.
10. The majority of cases are satisfactorily resolved through informal discussions without the need for a formal complaint to be made and LCDS emphasises the importance of seeking informal and early resolution wherever possible.

11. Where it is appropriate to make a complaint, the student should raise the matter themselves; this procedure is not intended to be used by a third party making a complaint on behalf of a student.

Advice and Guidance for students

12. Students are encouraged to seek guidance both before and during use of this procedure from their Year Group or Course leader, the Student Support team and other members of Student and Academic services, including the School Office.
13. As LCDS is a small institution, if there is any possibility of a conflict of interest between the person from whom the student seeks guidance, and individuals involved in investigating the complaint, the student will be informed. Where appropriate, LCDS may provide an external contact (for example NSCD) for advice and guidance who will be fully independent from the review process.
14. Students who are on a course validated by UAL are also able to seek advice and guidance from ArtsSU, the University of Arts London (UAL) Students Union.

Scope of this procedure

15. This procedure covers complaints in the following areas, the consequences of which should normally have had an alleged adverse impact on the student wishing to make the complaint:
 - a. The provision of academic courses (how a student's training is provided)
 - b. How a student's training is provided when on placement.
 - c. Inadequate services or facilities at LCDS (for example student welfare, learning resources or catering provided by LCDS)
 - d. Decisions, actions or perceived lack of action taken by LCDS (this may include in relation to other policies or procedures such as disciplinary)
 - e. Staff misconduct
 - f. Student misconduct (see the Non-Academic Misconduct Policy)
 - g. Complaints relating to discrimination, harassment or bullying
16. The Student Complaints Procedure does not cover the following areas:
 - a. Complaints arising from action taken under the Non-Academic Misconduct policy, which should be directed towards the respective appeals procedure
 - b. Complaints arising from matters relating to academic progression and/or assessment, which are covered by the relevant academic appeals procedures of the validating universities.
17. The scope of this procedure is extended to former students of LCDS, provided that any Stage Two complaint is made within three months of the date of the incident which gave rise to the complaint.
18. LCDS may suspend, hold in abeyance or terminate proceedings in complaint cases that are being investigated by the police or are subject to judicial proceedings.
19. LCDS may terminate consideration of a complaint if it considers it to be made frivolously or vexatiously. Examples include:

- a. Complaints which are obsessive, harassing or repetitive
 - b. Insistence on pursuing non-meritorious complaints and/or unrealistic outcomes
 - c. Insistence on pursuing what maybe meritorious complaints in an unreasonable manner
 - d. Complaints which are designed to cause disruption or annoyance
 - e. Demands for redress which lack any serious purpose or value
20. The Chief Executive, or nominee, may consider possible action under the relevant provision(s) of the non-academic misconduct policy in the case of a student held, at any stage in the process, to have brought forward an alleged complaint under this procedure without foundation, knowing the alleged complaint to be in bad faith.
21. Neither the student nor LCDS shall normally be represented by a legal practitioner at meetings or hearings held under this policy.
22. LCDS will not normally consider anonymous complaints.
23. Subject to the above, LCDS undertakes that any student seeking to use this procedure will not be treated less favourably in their subsequent school life as a result of action taken to pursue an alleged complaint.

Group Complaints

24. Where the issues raised in a complaint affect a number of students, those students can submit a complaint as a 'group complaint'. In such circumstances, in order to manage the progression of the complaint, LCDS will usually ask the group to nominate one student to act as a group representative, and 'lead student'. Group complaints should still be submitted using the Student Complaint Form.
25. LCDS will direct communications in handling the complaint to the lead student. However all Stage Two complaint outcomes and Stage Three Appeal outcomes will be copied to all students listed as having made the complaint / appeal.

Resolution of Complaints

26. Where a complaint is upheld in whole or in part, possible outcomes may include:
- a. An apology
 - b. A clear explanation of the events or context that led to the incident in question
 - c. A change in procedures to ensure that the circumstances do not recur
 - d. Referral of the complaint for consideration under another procedure
 - e. A combination of these or other outcomes
27. At each stage of the procedure, the complainant will receive the reasons for the outcome of the complaint
28. If at any stage in the investigation of a complaint, the investigator determined that the complaint should more appropriately be considered under another LCDS regulation or procedure, or regulation/procedure of the validating university, the investigator shall refer the complaint for consideration under that regulation/procedure. The student making the complaint will be informed about the change in approach and reason. At this point, any further action under this procedure shall normally be halted pending the outcome of the investigation under the other procedure.

Confidentiality and Record Keeping

29. LCDS will seek to do all within its power to limit the disclosure of information as is consistent with conducting a fair investigation and the implementation of any recommendations following investigation into the complaint. However, if the complaint names another member of LCDS, then the person(s) named will normally have the right to know the complaint made against them to be able to reply to the complaint. If a student refuses to name a person who is relevant to their complaint, LCDS may not be able to consider or investigate the case or may only be able to investigate it to a limited extent.
30. Once a student has made a formal complaint, records will not be held on their file, but separately, by the Student Support team. Records will be retained as required for a reasonable period as a way of monitoring and enhancing the services, in accordance with the General Data Protection Regulations (2018).
31. LCDS will share, as necessary, information with the validating university regarding the complaint which may include personal and sensitive data as part of the fair and proper investigation of the complaint, and to maintain and enhance standards and good practice. All such information will be treated confidentially. In submitting a formal complaint or appeal under this procedure, you are consenting to your data being shared appropriately. If you have any questions or concerns regarding this procedure, you should contact the Student Support team.

Timescales

32. This procedure outlines timescales within which LCDS and the student aim to work. Only in exceptional circumstances and at the discretion of the Chief Executive, Director of Dance Studies or their nominee will complaints from students outside these timescales be accepted. In some cases, an investigation might need to take longer than usual to ensure that all of the issues raised have been appropriately addressed. In addition, there may be circumstances beyond the investigating officer's control, such as staff absence, where it may not be possible to adhere to the timescales it has set for itself and still carry out a proper investigation. Where the prescribed timescales are unable to be met, the reasons for any delay and a revised timescale will be communicated to all parties.
33. Students should raise their complaint at the earliest opportunity and in any case in respect of Stage Two no later than three months from the student being aware of the incident/sequence of events giving rise to the complaint. Only exceptionally and at the discretion of the Chief Executive will LCDS consider a complaint raised after this deadline.

Stage One: Informal Resolution

34. LCDS is committed to swift resolution of complaints, and most complaints can be resolved informally. Wherever possible, they are usually best resolved directly and should be raised as near as possible to when the problem occurred, to facilitate a swift resolution and to avoid inadvertent exacerbation of any unresolved issues.
35. Initially attempts should be made to talk to a relevant member of staff to try and resolve the problem, before taking it further. For example, this may include:
 - a. The Director of your course or Year Group / Course Leader for a complaint relating to your course
 - b. A member of Student Support Staff, including your Personal Tutor, for complaints relating to discrimination, bullying or harassment.

- c. A member of Registry staff for complaints relating to student services or financial matters
36. If the complaint concerns any of the people listed above then you are advised to speak to an alternative member of staff or another course leader.
37. The nominated member of staff will listen and discuss informally the nature of the complaint. The member of staff will not carry out a formal investigation, however they may make some necessary enquiries and can advise on how the matter could be resolved swiftly and will normally keep informal notes for their own purposes. If appropriate, they may provide a written 'outcome record' where agreement is reached, or where it may be considered helpful to aid understanding for any party.
38. If the outcome of the discussion is that no resolution can be agreed to the satisfaction of the complainant, they will be made aware of the opportunity to submit a formal complaint. Although not obliged, a complainant would normally be expected to wait for the outcome of the informal stage before making a formal complaint under Stage Two of this procedure. The nominated member of staff may wish to refer the complainant to Stage Two of the procedure should they feel that the matter requires a more thorough investigation, or the complaint appears to particularly complex. If the complainant does not agree to submitting a formal complaint, LCDS will deem this to be the end of the matter.

Stage Two: Formal Complaint

39. Should the complaint not be dealt with informally to the satisfaction of the complainant, they may submit a formal complaint.
40. Stage Two of the Complaint Procedure involves an investigation by a senior member of staff at The Place, nominated by the Chief Executive of The Place, who has not been previously involved in the matter of complaint. If the complaint indicates the impartiality of the Chief Executive of The Place is in some way compromised, the complain shall normally be referred to the Board of Governors.
41. To initiate a Stage Two complaint, the complainant(s) must submit a completed Student Complaint Form, along with any supporting evidence, via email to qualityandcompliance@theplace.org.uk.
42. To initiate a Stage Two Formal Group Complaint, the Lead Student must ascertain before submitting the form which students wish to make a group complaint, complete the form with the exception of Section 2 and ask the other students identified as wishing to make the formal complaint to complete section 2 of the student complaint form. When submitting the form, they should copy in to the email all the students who have signed the form.
43. The Quality and Compliance Manager will review the submission to establish whether it has been received in the necessary timescale. Complaints that are received within the timescale will be forwarded to the Chief Executive to nominate a Stage Two Investigator. Complaints that are deemed 'late' will be dealt with by the Quality and Compliance Manager to instigate Completion of Procedures.
44. The Stage Two Investigator will normally have 21 days from the date of receipt of the completed Complaint Form to investigate and respond in writing to the complainant.

45. If deemed necessary by the Stage Two Investigator, the investigation may involve interviewing the complainant and other persons directly involved. The Stage Two Investigator may seek opinion and information from any person with an interest in or knowledge of the matter. The details of the complaint will only be disclosed as necessary; however it may be necessary to disclose such information in the course of investigating the complaint.
46. At the conclusion of the investigation, the Stage Two Investigator will form a judgement on the merits of the complaint and the complainant will be informed in writing of their findings. The findings will include the judgement regarding the merit of the complaint, and where applicable proposals for a resolution of the complaint and/or recommendations for further action. The Stage Two Outcome Letter will also inform the complainant of the right to move to Stage Three of this procedure if they remain dissatisfied with the findings.

Stage Three: Appeal Stage

47. An appeal against the findings of the Stage Two Investigator may be allowed, subject to the discretion of the Chief Executive or nominee, if they are satisfied that sufficient evidence remains that the complaint warrants further consideration and either or both of the following apply:
- d. There is new evidence that could not have been, or for good reason was not, made available at the time of the Stage Two Complaint
 - e. Evidence can be produced of significant procedural error in the investigation of the Stage Two Complaint, including allegation of prejudice or bias
48. An appeal must be requested using a fresh Student Complaint Form, together with a copy of the original complaint and Stage Two Outcome Letter and submitted to the Chief Executive within 14 days from the date of the Stage Two Outcome Letter. The grounds for appeal must be clearly stated and appropriate documentation supplied.
49. To submit a Stage Three Group Appeal, the lead must ascertain before submitting the Student Complaint Form which students wish to make a group complaint, complete the form with the exception of Section 2 and ask the other students identified as wishing to make the formal complaint to complete section 2 of the student complaint form. When submitting the form, they should copy into the email all the students who have signed the form.
50. If the Chief Executive (or nominee) is satisfied that one or more of the above grounds have been met to warrant an appeal, they will either nominate another senior member of staff at The Place, not previously connected to the matter of complaint, to conduct a review, or in exceptional circumstances they will appoint a Complaints Appeal Panel.
51. The complainant will be advised in writing of whether a review will take place, or if a Complaints Appeal Panel has been appointed, normally within 21 days of receiving the written request submission.
52. If the appeal is rejected, reasons will be given, and a Completion of Procedures Letter issued.
53. During the review the investigator or appeal panel will:

- f. Consider on the balance of probabilities, whether the evidence is of sufficient significance to cast doubt upon the reliability of the decision arrived at during Stage Two
 - g. If the conditions of (a) are met, to make a judgement of the complaint and if appropriate proposals or recommendations for further actions
54. The investigator will review the decision of the Stage Two Investigation and carry out a further investigation. The complainant may be required to attend a further meeting with the Stage Three Investigator as part of the review.
55. At the conclusion of the review, the Stage Three Reviewer will send written confirmation of the decision of the review, normally within 14 days from the date the Investigator received the review from the Chief Executive and will state the reasons for the decision made. The decision of the Stage Three Investigator is final. The decision will end the internal procedure, and a Completion of Procedures letter shall be issued.
56. The reviewer may make recommendations to any member of LCDS' Senior Management Team concerning the implementation of a decision or findings to resolve a complaint. The Investigator may make other relevant recommendations as appropriate. All outcomes will be recorded and monitored by a designated staff member from Student Services or other administration team.

Appeal Panel

57. If an Appeal Panel is convened the membership panel shall be:
- h. A senior member of staff not previously involved in the complaint as chair
 - i. Two members of staff not previously involved in the complaint OR One member of staff not previously involved in the complaint and a member of staff from NSCD.
 - j. One student representative from another course
58. The Appeal Panel will not include the relevant Course Director of which the student is registered or any staff member directly involved in the case.
59. All documentary evidence relating to the complaint and hearing of the panel will be gathered and sent to the Appeal Panel for consideration not less than seven days prior to the hearing.
60. The complainant and all person(s) and representatives of departments complained about shall normally be expected to attend the hearing to give evidence. Any other persons may be asked to attend to give evidence, or for any other reason, if the panel so wishes. The complainant and person(s) complained about shall have the right to invite a reasonable number of relevant witnesses to give evidence. The names of any witnesses must be received in writing by the Secretary of the panel at least two working days prior to the hearing, who will notify the relevant members of the panel and other staff.
61. It is the complainant's responsibility to invite any witnesses they wish to attend, to ensure witnesses can attend and provide them with any documentation. The appeal panel will not normally be postponed due to the unavailability of a witness, and any decision to postpone is at the sole discretion of the Chair. The Chair will also have the discretion to determine whether the number of witnesses requested is reasonable.
62. Where feasible, written statements should be procured in advance of the hearing and circulated to the Panel. Where the Chair is not satisfied that those attending the hearing a

witness will add any information to a written statement which will progress the hearing, the Chair may reasonably refuse to admit that witness to the hearing.

63. The Chair's decision on the admission of all evidence including witness evidence, at the hearing shall be final.
64. The complainant may also be accompanied by a family member or friend but that person will not normally be allowed to speak on the student's behalf. However, the panel will have the discretion to consider representations from the student for the family member or friend to make a statement at the culmination of the hearing. If the complainant is to be accompanied, the name(s) of the person(s) who is/are to attend must be received by the secretary of the panel at least two working days in advance of the hearing. The Panel has the discretion to refuse to permit a representative to attend where prior written notice has not been given.
65. The Appeal Panel's findings shall be arrived at by majority vote of the members of the Panel with the Chair holding the casting vote. All votes cast shall be confidential to the Panel and the decision shall be announced as the decision of the Panel. The Panel may have reason to adjourn for a specified period to allow for the collation of additional information that may have subsequently come to light. This will be at the discretion of the Chair.
66. The Secretary will send written confirmation of the decision of the Panel to the complainant in the Hearing Outcome Letter, normally within 14 days of the meeting at which the decision was made. The written confirmation will state the reasons for the decision made, and a copy will be sent to the Chief Executive.
67. The panel may make recommendations to any member of LCDS' Senior Management Team concerning the implementation of a decision or findings to resolve a complaint. The Investigator may make other relevant recommendations as appropriate. All outcomes will be recorded and monitored by a designated staff member from Student Services or other administration team.
68. The decision of the Complaints Appeal Panel shall be final. The decision will end the internal procedure and a Completion of Procedures letter shall be issued.

For students studying on a course validated by University of Arts London (UAL)

69. Where a complaint relates to issues with delivery of a course, the University of the Arts London will review stage 3 appeals to confirm whether they are satisfied with the decision made at stage 2. When a stage 3 appeal is received, LCDS will send the full paperwork from Stage 2 along with any representations made by the student at Stage 3.

The Office of the Independent Adjudicator for Higher Education (OIA)

70. Once the internal procedures of either LCDS have been exhausted, a Completion of Procedures letter will be issued and student complaints are entitled to ask the OIA to consider any unresolved complaint: <http://oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx>.

FAQ's

What sort of things can I complain about under this procedure?

- The provision of academic programmes (i.e. how your training is provided);
- Inadequate services or facilities (i.e. student welfare, learning resources etc.)
- Decisions, actions or perceived lack of action taken by a member of LCDS
- Staff or Student Misconduct
- Complaints relating to discrimination, harassment or bullying
- Matter(s) of complaint related to operations of the committees and the administration of LCDS

What sort of things am I not able to complain about using this procedure?

- Complaints arising from action taken under the Non-Academic Misconduct policy
- Complaints relating to academic progression and/or assessment. Please refer to the validating universities Academic Appeals Procedure.

What is the first thing I should do if I wish to make a complaint?

Firstly you should contact a member of staff to raise your complaint, and this will be treated as a stage 1 complaint (for example the Course Leader for complaints relating to your course). The member of staff will make enquiries but not undertake a formal investigation, and will seek to address your problem informally. If the situation is more serious, cannot be resolved informally or you are not satisfied with the outcome, you can make a formal Stage 2 Complaint.

Can I make a Stage 2 Formal Complaint straight away?

The majority of complaints can be resolved informally and we would always encourage you to talk with a member of staff to help facilitate a swift resolution. However if you feel that your complaint has not been dealt with and would like a formal investigation you can submit a complaint using the Student Complaint Form, and this will be considered under that Stage 2 Complaint procedures.

Can I take my complaint to the validating university?

All students should go through this procedure, rather than contacting the validating university. University of the Arts London (UAL) have oversight of the complaints we receive.

What does it mean if a complaint is upheld?

At the end of the Stage 2 investigation, you will receive one of three potential outcomes:

Not Upheld: There is insufficient evidence and no further evidence will be taken

Partly Upheld: It is found that there is some merit in some aspect(s) of the complaint

Upheld: It is found that there is merit to all aspect(s) of the complaint

What are the possible resolutions if a complaint is upheld or partially upheld?

Possible resolutions could include an apology, a clear explanation of the events of context which led to the incident in question or a change in procedures to ensure the circumstances do not reoccur.

Is it possible to make an anonymous complaint?

If it is unknown who made the complaint, it could be virtually impossible to fully investigate and resolve and therefore LCDS will not normally consider anonymous complaints. If an anonymous complaint is submitted and it raises very serious issues, LCDS would consider how it could be investigated. LCDS takes all complaints seriously and any complaint will be investigated without prejudice and will not affect how you are treated by the school.

If I complain about a staff member or student, will they be informed?

Yes, they would normally be informed and provided with the text of your complaint. This will allow them to respond and perhaps provide their own evidence, and they also might be interviewed.

I would like to complain about something that happened a while ago, can I still make a complaint?

Complaints should be submitted within three months of the event which you would like to complain about has taken place. This is because the longer the time between the event and the complaint being raised, the more difficult it might be to properly investigate and resolve the complaint. If you are not able to make a complaint within three months you can contact the Quality and Compliance Manager for advice. In exceptional circumstances the Chief Executive might accept your complaint. If you do submit a complaint after three month's you will need to include the reason(s) as to why you were not able to make the complaint within the three-month time period.

How long will it take for my complaint to be investigated?

If you are making a formal Stage 2 complaint, LCDS aims for an outcome to be reached within 21-days from when the Stage 2 Investigator receives the complaint. There will be times when it will not be possible to investigate the complaint within the time frame (i.e. staff absences causing delays) but you will be kept informed if there is a delay.

Will I be interviewed as part of the complaint?

Not automatically – the Stage 2 Investigator will decide whether they would like to interview you. If they feel there is some information missing or that part of the complaint lacks clarity they may call you to an interview.

Who is involved in investigating my complaint?

If you raise a Stage 1 Complaint, the staff member you have raised this with may contact other staff members to help try and resolve the situation.

If you submit a Stage 2 Complaint, a Stage 2 Investigator from The Place will be appointed, and this will be someone who has not been involved within the complaint before. As part of the

investigation, they may interview and contact other members of staff, for example your course leader, if it is felt that it is relevant to the consideration of your complaint.

If your complaint is taken to Stage 3 Appeal Stage, could be seen by an appeal panel which will involve a senior member of staff, and two members of staff not previously involved, which may include a member of staff from Northern School of Contemporary Dance.

What is a Completion of Procedures (CoP) letter?

A Completion of Procedures or 'CoP' letter is a letter required by the OIA before they will review a complaint. Once the procedures have been completed (at the end of Stage 3) you will be issued a CoP letter by LCDS. You will then have 12 months within which to take your complaint to the OIA if you wish by visiting: [How to complain to us - OIAHE](#)

I don't think I meet the grounds for a Stage 3 appeal but I am dissatisfied with my Stage 2 outcome. What can I do?

In this instance, you can request a CoP letter from LCDS by emailing qualityandcompliance@theplace.org.uk to inform them that you do not believe your complaint meets either of the Stage 3 appeal grounds and that you would like a Completion of Procedures letter. LCDS will then issue you with a CoP letter within 28 days of your email request. LCDS will need to explain in the CoP letter that the internal student complaints procedures have not been completed and the reason(s) you have given.

I wish to withdraw my complaint, what do I do?

Email qualityandcompliance@theplace.org.uk to indicate your wish to withdraw your complaint. If it is an individual complaint LCDS will no longer investigate the complaint.

If you signed a group complaint form and no longer wish to be part of the group complaint, please also email the address above with your wish to withdraw your consent to be involved. LCDS will usually still pursue the investigation of the group complaint.