**LCDS**

**Student Complaint Form**

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| ***Important Information and Guidance – Please read before submitting your complaint*** |
| You are advised to read through the Student Complaints Procedure, found on the [LCDS website](https://www.lcds.ac.uk/policies-and-procedures) before making a submission, as it contains important information about how your complaint will be handled and respective timeframes. You may contact the Quality and Compliance Manager at LCDS if you have any queries about the procedure. The Student Complaints procedure has three stages (Stage One is the Informal Stage, and you do not need to submit this form if your complaint is at Stage One, though you are welcome to do so if it is helpful). You should clearly indicate on this form under which stage you are lodging their complaint / appeal.**To make a Stage Two Formal Complaint, you must submit via email (****qualityandcompliance@theplace.org.uk****):*** A completed Student Complaint Form
* Any supporting evidence (this should be listed in Section 5 of the form) together with the form.

**To make a Stage Three Appeal, you must submit via email (****qualityandcompliance@theplace.org.uk****):**1. A fresh Student Complaint Form
2. The original Stage 2 Student Complaint form together with any supporting evidence which was submitted for consideration with the Stage 2 submission;
3. The Stage 2 Outcome letter;
4. Any other new evidence you wish to have considered as part of the Stage 3 appeal.

**Please complete all the requested information. Please note that incomplete or late submissions at either Stage Two or Stage Three will not normally be considered.****If you wish to make a Group Complaint you should:**1. Nominate a Lead Student who should complete all sections of this form (except Section 2). All correspondence relating to the Stage Two Complaint / Stage Three Appeal will be directed to the Lead Student.
2. Establish which students wish to make a group complaint in advance of completing this form.
3. Ask other students who wish to make the formal complaint to complete Section 2
4. Email the completed form copying in all students who have signed the form. Only copy in students who have signed the form, copying in other students may constitute misconduct (see the LCDS Non-Academic Misconduct Policy).
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1. **Student Details**

|  |  |
| --- | --- |
| **Surname:** |  |
| **First name:** |  |
| **Contact address:** |  |
| **Contact e-mail address:** |  |
| **Contact telephone number:** |  |
| **Date of Birth:** | Click or tap to enter a date. |
| **Course of study:** | Choose an item. |
| **Year of study:** | Choose an item. |

1. **Group Complaints**

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| **Are you submitting a Group Complaint?** |
| Yes  | [ ]  | No | [ ]  |

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| **If YES: Details of Other Students Bringing the Stage 2 Complaint / Stage 3 Appeal** |
| **Full name:** | **Course of Study:** | **Year of study:** | **Signature:** | **Date:** |
|  | Choose an item. | Choose an item. |  |  |
|  | Choose an item. | Choose an item. |  |  |
|  | Choose an item. | Choose an item. |  |  |
|  | Choose an item. | Choose an item. |  |  |
|  | Choose an item. | Choose an item. |  |  |
|  | Choose an item. | Choose an item. |  |  |
|  | Choose an item. | Choose an item. |  |  |

1. **Indicate the stage of your complaint**

|  |  |  |
| --- | --- | --- |
| ***I am lodging a Stage 1 Complaint*** *(it is not mandatory to use this form to make a complaint at Stage 1)* | . [ ]  | ***Please complete Sections 3 – 8 from page 4 - 6*** |
| **I am lodging a Stage 2 Complaint** | [ ]  |
| **I am lodging a Stage 3 Appeal** | [ ]  | **Please complete sections 9 – 13 from page 7 - 8** |

**STAGE 2 COMPLAINT FORM**

1. **Stage 2 Complaint: Complaint Summary**

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| Please summarise in no more than 100 words, the nature of your complaint. You will be asked to provide more detailed information later in this form, but this summary will enable us to understand the most important elements of your complaint from your point of view. |
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1. **Causing Factors**

|  |  |
| --- | --- |
| **Please specify which factors you believe to be the cause of your complaint** | **Please tick all that apply** |
| i) the provision of academic programmes (how your training is provided); | [ ]  |
| ii) how your training is provided when on placement; | [ ]  |
| iii) inadequate services or facilities | [ ]  |
| iv) decisions, actions or perceived lack of action taken by a member of school staff (this might include in relation to other policies and procedures such as disciplinary); | [ ]  |
| v) staff misconduct; | [ ]  |
| vi) student misconduct; | [ ]  |
| vii) complaints relating to discrimination, harassment or bullying (please see further guidance about complaints within this area). | [ ]  |
| viii) Other (please specify): | [ ]  |

1. **Your Stage 2 Complaint**

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| *Please set out the main points of your complaint. It is helpful if, in providing your complaint, you can adhere to the following guidance:** *Be concise and stick to the facts*
* *Present the facts in a chronological order, as far as possible*
* *Try and keep emotion out of your reported complaint, but do explain how you feel it has affected you and any resulting impact*
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1. ***Desired Outcome***

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| *Please specify your desired outcomes or resolutions to your complaint/appeal* |
|  |

1. **Documentation**

|  |
| --- |
| ***List all documentation enclosed with your submission*** *(there is no minimum or maximum limit)* |
| **No.** | **Description** |
| **1** |  |
| **2** |  |
| **3** |  |
| **4** |  |

1. **Student Declaration**

|  |  |
| --- | --- |
| **Student Declaration:** | I declare that the information given in this form is true and accurate, to the best of my knowledge. |
| **Signature:** |  |
| **Date of submission:** | Click or tap to enter a date. |

**STAGE 3 APPEAL FORM**

1. **Stage 3 Appeal**

|  |  |
| --- | --- |
| *Please indicate the basis upon which you are lodging your Stage 3 appeal* | ***Please tick all grounds that apply:*** |
| An appeal against the findings of the Stage 2 Investigator may be allowed, subject to the discretion of the Chief Executive (CE) of the The Place or their nominee, if the CE is satisfied that either or both of the following criteria apply: | 1. that there is new evidence that could not have been, or for good reason was not, made available at the time of the investigation by the Stage 2 investigator, and that sufficient evidence remains that the complaint warrants further consideration;
 | [ ]  |
| 1. that evidence can be produced of significant procedural error in t the Stage 2 complaint, including allegations of prejudice or bias, and that sufficient evidence remains that the complaint warrants further consideration.
 | [ ]  |

1. **Stage 2 Outcome**

|  |
| --- |
| *(Please complete the relevant information in the boxes below):* |
| **Date of Stage 2 complaint Outcome Letter:** | Click or tap to enter a date. |
| **Stage 1 Outcome (Upheld/Not upheld):** | Choose an item. |
| **Stage 2 Outcome (Upheld/Not upheld):** | Choose an item. |

1. **Statement of Appeal**

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| *Please write a statement describing the issue(s) of appeal. Your statement MUST include an explanation of how you believe you meet the respective ground(s) under which you are making your appeal.* |
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1. **Desired Outcome**

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| --- |
| *Please specify your desired outcomes or resolutions to your complaint* |
|  |

1. **Student Declaration**

|  |  |
| --- | --- |
| **Student Declaration:** | I declare that the information given in this form is true and accurate, to the best of my knowledge. |
| **Signature:** |  |
| **Date of submission:** | Click or tap to enter a date. |