

Student Complaints Form (Stage 1 - Early Resolution)

Students are advised to read the Student Concerns & Complaints Policy and Procedure before completing this form. Completed forms should be emailed to complaints@lcca.ac.uk.

This form is for a formal Stage 1 complaint at local level. You do not have to raise a concern first, but many issues can be resolved more quickly by talking to your Course Director or Head of Department.

Section 1: Student Details

Student Name		Course	
Student ID		Cohort	
LCCA Email		Level of Study	

Reasonable adjustments. If you need an adjustment to take part in the complaints process – a different way to submit, extra time, or support at a meeting – describe it here. Asking will not affect the outcome of your complaint.

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Is this a group complaint?

☐ Yes ☐ No

If YES, name of Lead Correspondent

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For group complaints, list all student names and email addresses:

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Section 2: Informal Resolution

The Complaints Procedure encourages students to raise concerns informally in the first instance. Please tell us what you have already tried.

Actions taken to resolve the concern or complaint informally (names, dates, and what was discussed):

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Why are you unsatisfied with the response received?

Section 3: Your Complaint

Please list all the issues you would like to raise. If you raise several issues, number them so each one can be addressed.

Your complaint (please be as detailed as possible):

Section 4: Other Communication

On occasion, a student may send an email or complaint to other members of staff. To resolve my complaint, I have done the following and spoken to the following people:

Section 5: Supporting Evidence

#	Description of evidence
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Section 6: Desired Outcome

Please indicate what you consider would be a satisfactory outcome to your complaint:

Section 7: Other Resolutions

Please outline whether you would like any additional mediation or conciliation to help resolve this complaint:

Section 8: Student Declaration

By signing this form:

- ✓ I declare that the above information is accurate and true and that I would be willing to answer further questions if necessary.
- ✓ I confirm that the details of this complaint are complete.
- ✓ I consent to the information contained within it being shared with relevant College staff for the purposes of considering and investigating my complaint.
- ✓ I understand that if my complaint is about a member of staff, the complaint and evidence will be shared with the individual(s) to afford them the right of reply.
- ✓ I confirm that I have read and understand the Student Concerns & Complaints Policy and Procedure.
- ✓ I confirm I have included all relevant documentary evidence to support my case (where applicable).

Student Signature (Print name)	
Date	

Section 9: For Office Use Only

Receiving Officer	
Date Received	
Case Log Ref	
Date Assigned to LIO	
Local Investigating Officer (LIO)	

Data Protection Notice: The information provided on this form will be processed in accordance with LCCA's Privacy Notice and the UK General Data Protection Regulation (UK GDPR). It will be shared only with those who need it to consider and resolve your concern or complaint, and retained in line with LCCA's Data Retention Schedule.