

Student Complaints Form (Stage 2 - Formal Investigation)

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 Stage 2 Formal Investigation. It should normally be submitted within one month of completing Stage 1.

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: Your Complaint

My complaint is (please describe the nature of the complaint as fully as you can, numbering each issue):

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Section 3: 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 4: Previous Outcome

This is the outcome of previous discussions at Stage 1, and the reason it did not resolve my complaint:

Section 5: Supporting Evidence

Evidence must be submitted with this form. It will not normally be accepted later unless you have clearly indicated that further evidence is to follow.

#	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 IO	
Investigating Officer (IO)	
Stage 1 completed?	☐ Yes ☐ No ☐ Escalated directly
If escalated directly, authorised by	

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.