

Student Concerns & Complaints Policy and Procedure 2023-26

LCCA Governance

This policy at a glance

Who it applies to	All students enrolled with LCCA, including students registered with a partner institution for their academic course.
What it does not cover	Academic appeals, student discipline, harassment and bullying, refund approvals, and safeguarding or Prevent matters. Section 2 names the procedure that applies instead.
Where to get help	Student Complaints Service – complaints@lcca.ac.uk

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Section 1: Introduction

- 1.1 London College of Contemporary Arts (LCCA) is committed to delivering high quality teaching and learning, and we therefore encourage our students to give us feedback on their experience, including where things have gone wrong.
- 1.2 LCCA aims to ensure that student complaints are treated seriously and dealt with promptly, fairly, and consistently.
- 1.3 We aim to learn from the outcomes of complaint investigations to improve our services and enhance the student experience. Themes and trends identified through complaints are reported to the Student Experience Committee and Academic Board.
- 1.4 Wherever possible, students' concerns about their course, services provided by LCCA or any other aspect of their experience at LCCA should be dealt with informally and at a local level in the first instance.
- 1.5 This Policy and Procedure is available to all students enrolled with LCCA (referred to in this Policy as a Student or Students). Where Students wish to raise a complaint, they must do so by following the steps outlined in this policy. Students who are also registered with a partner institution for their academic course will also have rights to access that partner's designated student complaints procedure as set out in this policy.

NB. Students who are currently registered with University of Law (ULaw) should refer to ULaw's Student Complaint Policy. Complaints should be raised initially with LCCA, who will (where appropriate) undertake ULaw's Early Resolution stage in accordance with Stage 1 of this policy.

- 1.6 This policy has been developed with regard to the expectations of the Office for Students, the OIA's Good Practice Framework, the QAA Quality Code, and the requirements of LCCA's partner institutions.

Section 2: Underlying Principles and Policy Remit

- 2.1 Complaints are dealt with without recrimination. This means that Students making complaints will not suffer disadvantage or reproach and their studies will not be affected as a result of raising a complaint in good faith.
- 2.2 At LCCA, its Students and staff have rights and responsibilities under this procedure. Consequently, Students who have complaints must make them in good faith and provide the evidence required to enable a fair investigation.
- 2.3 LCCA is committed to handling complaints with courtesy and respect. Staff involved in the complaints process will act impartially, respond within stated timescales, and keep Students informed of progress.

- 2.4** For the purpose of this procedure, a complaint is defined as an expression of concern, usually made or agreed in writing, about the provision of a course, or a related aspect of service, which is provided to Students enrolled on, or recently graduated from an LCCA course, the service or course failing to match the standards of service promised or failing to match the standards that it would be reasonable to expect.
- 2.5** This procedure covers all aspects of the student experience except for the following where separate procedures apply:
- 2.5.1** Matters relating to academic judgement, academic performance and outcomes should be considered under the Academic Appeals Process.
 - 2.5.2** Disciplinary issues, including complaints against another student will be dealt with by the Student Code of Conduct and Disciplinary Procedures.
 - 2.5.3** Racist, sexual, and other forms of harassment are covered by the Harassment and Bullying Policy.
 - 2.5.4** The approval of payments of refunds.
 - 2.5.5** Any issue that may fall under the Safeguarding or Prevent Policies.
 - 2.5.6** Any issue relating to the academic governance of a Student's course including monitoring of academic progression, course academic standards or quality or academic procedures for granting awards, as these matters fall within the remit of the respective partner institution's student complaints procedures.
- 2.6** All complaints investigated under the Student Concerns & Complaints Policy will be treated confidentially. However, where necessary to conduct a fair investigation of the complaint, a copy of the written complaint (with any enclosures) will be forwarded to any member(s) of staff concerned in the complaint as part of the investigation.
- 2.7** Anonymous complaints will not normally be considered. However, in exceptional cases, anonymity may be granted to a complainant and/or witnesses. In all such cases, LCCA will be mindful of the need to act fairly in the interests of all parties concerned in the complaint. Concerns may be raised anonymously.
- 2.8** The Quality Team will monitor and review the number, level and type of complaints that are made over the course of each academic year. This data will form part of the measures used to assess and enhance LCCA's services and the student experience. A report will be submitted annually to the Student Experience Committee and Academic Board.
- 2.9** Students who require reasonable adjustments to access the complaints process should indicate this on the relevant form. The Student Complaints Service will liaise with relevant services to ensure appropriate adjustments are made. Where appropriate, the Student Complaints Service will also consider whether any adjustments to communication methods or timescales are needed.
- 2.10** Personal data collected through the complaints process will be processed in accordance with LCCA's Privacy Notice and the UK General Data Protection Regulation (UK GDPR). Data will be retained in line with LCCA's Data Retention Schedule and shared only with those who need it for the purposes of investigating and resolving the concern or complaint.

- 2.11** Where a complaint raises issues that also fall within the scope of another LCCA procedure, the Student Complaints Service will determine the most appropriate process and advise the Student accordingly. The complaints process may be paused pending the outcome of a parallel procedure, and the Student will be informed of any such decision.

Section 3: Grounds for Complaints Under This Policy

- 3.1** Grounds for complaint may include, but are not limited to, the following:
- A failing in an academic or support service.
 - Failure to meet obligations including those outlined in course/student handbooks and other materials provided by LCCA.
 - Direct or indirect discrimination arising from disability.
 - Misleading or incorrect information in prospectuses or promotional materials or other LCCA publications.
 - The conduct of a member of staff.
 - Deficiencies in the quality of your learning experience or resources.
- 3.2** In order to raise a complaint, Students must be registered on one of LCCA's courses. If they have completed their studies and are therefore no longer registered, they will normally be allowed 3 further calendar months from the last day of their last term in which to raise a complaint.
- 3.3** Consideration of late complaints will only be given very exceptionally and in extreme circumstances, such as serious illness or hospitalisation during the time from a Student's last day present on the course, and where evidence of a valid reason for any delay is provided.
- 3.4** Complaints may be raised by an individual Student or a group of Students. Where a group complaint is raised, the group will normally be asked to nominate a lead correspondent. Complaints raised by third parties will only be accepted where the Student(s) have provided express written consent.
- 3.5** Where a Student withdraws or is withdrawn from their course during an active complaint, LCCA will continue to process the complaint to conclusion. The Student will remain entitled to receive a Completion of Procedures letter upon exhaustion of the internal process.

Section 4: Complaints Regarding Bullying, Harassment, or Discrimination

- 4.1** Where a complaint relates to or includes an allegation of bullying, harassment, or discrimination by a member of staff, the investigation will be informed by other relevant policies, including those that are managed by Human Resources and Academic Services.
- 4.2** Where a complaint includes an allegation of bullying, harassment or discrimination by another Student, the investigation may fall outside the remit of the Student Complaints

Policy and may instead be investigated under the Student Code of Conduct & Disciplinary Procedure.

- 4.3** As part of any investigation, specialists from other departments may be consulted for advice.

Section 5: Exceptional Case Process

- 5.1** For complaints regarding the provision of support for Students with disabilities and/or specific learning needs, the Investigating Officer will seek appropriate support and guidance from other relevant specialists including the Wellbeing Service.
- 5.2** The investigation of these types of cases may also be informed by other relevant policies including Student Finance England's Exceptional Case Process.
- 5.3** It is recognised that complaints of this nature may be subject to time restrictions and, where possible, the College will always aim to work within given time limits so as not to disadvantage the Student.
- 5.4** Where a complaint is submitted by a Student outside the time limits set at paragraph 8.6 below, LCCA will request the Student explain their reasons for the delay and LCCA will have the discretion to accept that complaint out of time if it considers that the circumstances are exceptional and that it is reasonable to do so in all the circumstances. In the event that LCCA decides that it is not reasonable to exercise its discretion the Student will be notified that their Complaint has been rejected as out of time within 5 days and provided with a Completion of Procedures Letter (CoP). The Student will then be entitled to refer this decision to the Office of the Independent Adjudicator for Higher Education (OIA) as set out in Section 9 below.

Section 6: Mediation and Conciliation

- 6.1** Mediation and/or conciliation are voluntary processes where an impartial, independent third party is appointed to help parties reach a mutually acceptable resolution.
- 6.2** Where appropriate, LCCA may offer mediation and/or conciliation at both the local and formal level stages of complaint investigations (Stages 1 and 2) as we believe that it can often help each party understand what is driving the concern and may be more likely to result in a swift and mutually satisfactory solution.
- 6.3** Where all parties agree to mediation or conciliation at Stage 2, revised timescales should be agreed. All parties must be clear on the scope of the process and whether they are expected to accept any solution offered. It may be necessary to restart Stage 2 if agreement cannot be reached.

Section 7: Support and Advice

- 7.1** If a Student has any queries about this policy and how it might apply to them, they are able to seek advice from any of the following people/services:
- Student Services
 - Student Support Team (Admin)
 - Student Complaints Service
 - Quality Team
 - Course Directors or Heads of Service (for informal concerns)
- 7.2** Students may be accompanied by a supporter at any formal meeting arising from the complaints process. The supporter may be a fellow Student, Course Representative, or member of Student Services. The supporter is present for moral support and may not act as an advocate or answer questions on the Student's behalf.
- 7.3** Students whose first language is not English may request support in understanding the complaints process. The Student Complaints Service can arrange for additional guidance to be provided where needed.

Section 8: The Complaints Procedure

- 8.1** LCCA has a three-stage internal student complaints procedure. Once the internal procedure is completed, external options are available through the awarding body UCA (University for the Creative Arts) and the OIA (Office of the Independent Adjudicator for Higher Education). LCCA believes that most difficulties can be resolved at an early stage through informal discussion at a local level.
- 8.2** The student complaints procedure comprises three main stages:
- Stage 1: Early Resolution
 - Stage 2: Formal Investigation
 - Stage 3: Review
- 8.3** Students registered with a partner institution for their course may also seek an external review under the terms of the respective and applicable student complaints procedure of that partner as set out at Section 9 of this policy, below.

Stage 1 – Early Resolution

- 8.4** Stage 1 provides two routes for resolution. Students may raise a concern informally using the Student Concerns Form (SCF1), or they may submit a formal Stage 1 complaint using the Early Resolution Complaints Form (SCF2). Students are encouraged to raise concerns informally in the first instance, as many issues can be resolved quickly through direct discussion with the relevant Course Director, Subject Lead, or Head of Department. However, there is no requirement to raise a concern before submitting a Stage 1 complaint.

- 8.5** Stage 1 complaints should be submitted in writing to the Student Complaints Service (complaints@lcca.ac.uk). Students who are unsure how to begin the process may seek advice from Student Support or Quality.
- 8.6** Concerns and Stage 1 complaints must normally be submitted within three months of the event(s) giving rise to the issue in the case of current Students, or within three months of their last day of term in the case of former Students of LCCA. Complaints submitted outside this timeframe will only be considered in exceptional circumstances, as set out in Section 5.
- 8.7** The Student Complaints Service will acknowledge Stage 1 complaints within five working days and may offer informal resolution at this stage. Where the complaint proceeds, it will be referred to a Local Investigating Officer (LIO), usually the relevant Head of Service or Course Director. Students should retain copies of all correspondence relating to their complaint.
- 8.8** In responding to a complaint, the recipient may offer mediation or conciliation and escalate the matter to senior management where appropriate. All correspondence must be copied to the Student Complaints Service (complaints@lcca.ac.uk) so that the case can be monitored, logged, and tracked against timescales.
- 8.9** The complaint will be investigated by a LIO. Following the investigation, the LIO will make one of the following determinations:
- That there is substance to all or part of the complaint.
 - That there is no substance to the complaint.
- 8.10** The LIO will also determine what action(s) should be taken to address the cause of the difficulties that led to the complaint. This may include where there are findings of no substance, but the investigation identifies improvements to LCCA's services that would avoid similar future complaints.
- 8.11** Students will normally be provided with a proposed resolution in writing (normally by email) within one month of the Stage 1 complaint being received. Where a complaint is resolved at this stage, the Student will be provided with a written copy of the agreed resolution. The Student Complaints Service will also be notified of the resolution.

NB. This timescale may be extended due to vacation periods, where the matter is complex or multiple parties are involved. In these circumstances the Student will be informed of any delay at the earliest opportunity, together with an indication of the anticipated timescale for response.

- 8.12** On occasion, LCCA may decide that due to the specific circumstances surrounding a complaint, it should be escalated to the Formal Investigation stage without having undergone Early Resolution. Similarly, where a concern raised via SCF1 reveals issues that warrant formal investigation, the Student Complaints Service may recommend that the Student submit a Stage 1 or Stage 2 complaint. In all such cases, the Student will be informed of the decision and the reasons for it.

- 8.13** Where the Student is dissatisfied with the proposed resolution, or the complaint has not been dealt with following attempts at Early Resolution, the Student can submit their complaint using the Formal Investigation Complaints Form (SCF3) to initiate the Formal Investigation stage by contacting complaints@lcca.ac.uk.

NB. Students who are currently registered with University of Law (ULaw) will have their Formal Complaints referred to ULaw for completion under ULaw's Student Complaint Policy. Students should refer to ULaw's Student Casework Team for guidance on seeking an external review.

Stage 2 – Formal Investigation

- 8.14** College level complaints should be submitted to the email address outlined in paragraph 8.5 and should include the Formal Investigation Complaints Form (SCF3), which can also be found on the Student Portal.
- 8.15** Stage 2 complaints should be received within one month of the completion of the Early Resolution (Stage 1) process. Late complaints will only be considered in exceptional circumstances.
- 8.16** When completing the Formal Investigation Complaints Form, the following information should be provided:
- Details of the complaint.
 - An outline of the steps that have already been taken to try and resolve the complaint and why the responses received are not considered satisfactory.
 - The desired resolution.
- 8.17** The Student should provide evidence to support any allegations made, as well as correspondence from the local level process. Where reasonable evidence is not provided, LCCA reserves the right not to progress the complaint. Evidence must be submitted at the time of the Stage 2 complaint and will not be accepted after this point unless the Student has clearly indicated that further evidence is to follow.
- 8.18** Students should retain copies of all documentation submitted.
- 8.19** The Student Complaints Service will acknowledge receipt of the complaint within five working days. A Quality Officer will usually be allocated as the Investigating Officer (IO), however in certain circumstances a senior member of the Quality Team or an appointed senior member of staff may be appointed as the IO.
- 8.20** Where a complaint is made against a member of staff, a copy of the complaint (with any enclosures LCCA considers appropriate) will normally be sent to them for their response. Where a complaint is against a member of staff, any investigation will be carried out in accordance with the principles set out in the appropriate employment policies, which may take precedence over the Student Concerns & Complaints Policy.
- 8.21** Following the investigation, the IO will make one of the following determinations, which will be detailed in a written report:

- That there is substance to all or part of the complaint; or
- That there is no substance to the complaint.

- 8.22** The Student(s) will be informed in writing of the outcome, including the rationale for the decision. Where a complaint is upheld in whole or in part, the Student(s) will be advised of the proposed resolution. Where the complaint is not upheld, an explanation will be provided.
- 8.23** Where financial reparation has been requested as a complaint outcome, the complaints report will be referred to a Senior Management Review Panel (which consists of three members of the Senior Management Team from an area not related to the complaint) for consideration and approval of any monetary reimbursement.
- 8.24** The IO will respond with the outcome of the complaint to the Student within one month of receipt of the complaint at Stage 2. The IO will ask the Student(s) to confirm their acceptance or rejection of the Stage 2 investigation outcome. This must be provided within one month of the report issue date. If the Student(s) either confirms their acceptance of the outcome or do not respond within the stated timeframe, they will be issued with a Completion of Procedures letter (CoP).

Stage 3 – Review

- 8.25** If a Student is not satisfied with the outcome of the Formal Investigation, they are able to request a Review. The Student(s) may only request a Case Review on one or more of the following grounds:
- Any procedural irregularity which has materially disadvantaged the Student in the investigation or outcome of the complaint.
 - The emergence of new and relevant material that supports the complaint, that was not available at the time the complaint was first submitted.
 - That the decision was unreasonable in all circumstances.
- 8.26** The Stage 3 review will not consider issues that were not cited for investigation in the Stage 2 process.
- 8.27** Any request for a review must be made in writing to the Complaints Review Panel within one month of the Student receiving the letter outlining the outcome of the formal Stage 2 investigation. The request must clearly set out the ground(s) on which the review is being requested. The request should be sent to complaints@lcca.ac.uk using the Review Request Form (SCF4). The Student Complaints Service will acknowledge receipt of a Stage 3 review request within five working days.
- 8.28** The Complaints Review Panel will review the case against the grounds set out in paragraph 0, and will make one of the following determinations:
- That the complaint has been investigated in accordance with LCCA procedures, that no new and relevant material has been presented, and that a reasonable outcome has been recommended.

- That the complaint has not been investigated in accordance with LCCA procedures. In this case the complaint will normally be referred back to Stage 2 of the process to be re-investigated.
- That new and relevant material has become known. In this case the Complaints Review Panel may either recommend a new outcome or refer the complaint back to Stage 2 to be re-investigated.
- That the recommended complaint outcome or resolution was not reasonable. In this case, the Complaints Review Panel may recommend an alternative resolution.

8.29 The Student(s) should be notified of the outcome of the review within one month of initiating Stage 3. Where it is not possible to review a complaint within this timeframe, the Student(s) will be informed of any delay at the earliest opportunity.

8.30 Unless the Student remains dissatisfied with the outcome of LCCA's internal procedure and decides to seek an External Review of their complaint through their respective partner institution as set out at Section 9 below, this will be the completion of the LCCA procedure and the Student will be provided with a Completion of Procedures Letter (CoP) and will have the right to refer their case to the Office of the Independent Adjudicator for Higher Education (OIA) as set out at Section 9 below.

Section 9: External Review

9.1 A Student who is also registered with a partner institution for their course and is dissatisfied with the outcome after all of LCCA's internal processes have been completed under this policy may refer their complaint to the partner institution in accordance with that partner institution's specific requirements under its respective student complaints procedure.

NB. Students who are currently registered with UCA should refer to UCA's Student Complaint Policy and Procedure for guidance on seeking an external review.

9.2 In such circumstances, LCCA will comply fully with the requests and requirements of the partner institution and their investigation procedures.

9.3 Where a complaint is upheld by the partner institution, the partner institution will communicate these findings to the Student and LCCA's Quality Team. This will be reviewed by the Complaints Review Panel, and any outstanding actions will be implemented within the specified timeframe. LCCA will take appropriate action where the experience of the wider student population may be affected, and this will be communicated to all students.

9.4 Once the review by the partner institution has been completed, a Completion of Procedures (CoP) letter will be issued by the respective partner institution.

9.5 Students who remain dissatisfied with the outcome of LCCA and a partner institution's attempts to resolve their complaint may refer the case to the Office of the Independent

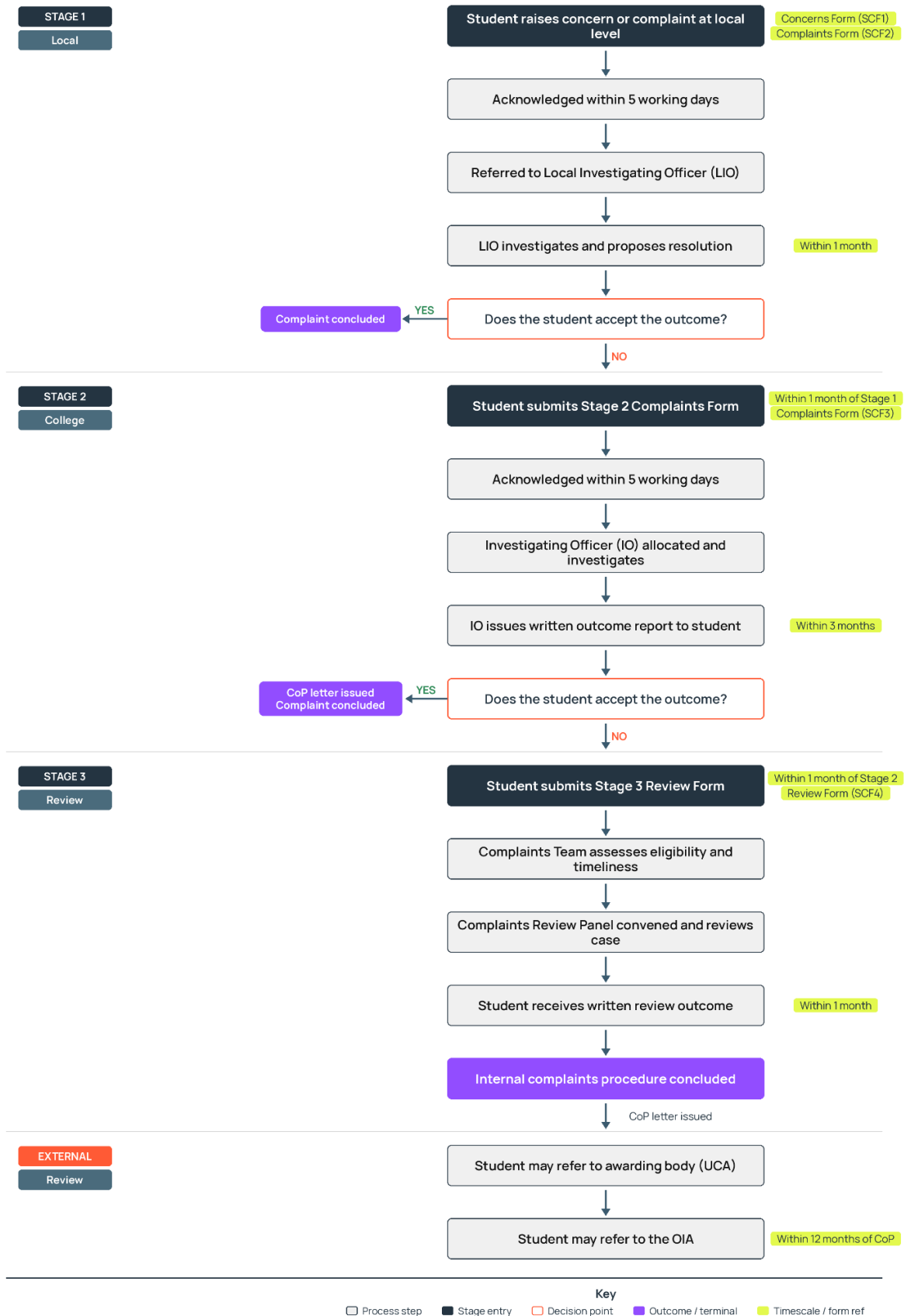
Adjudicator for Higher Education (OIA). The OIA provides an independent scheme for the review of unresolved student complaints.

- 9.6** Students have 12 months from the date of issue of the Completion of Procedures letter to refer their complaint to the OIA.
- 9.7** Further details about the OIA can be obtained from the OIA website at <http://www.oiahe.org.uk/>

Section 10: Anonymous Reporting

- 10.1** LCCA has a robust complaints process that aims to protect and support Students. However, we recognise that sometimes people may not be confident or willing to reveal their identity when raising concerns. As LCCA endeavours to respond to all feedback, we allow students to submit anonymous reports.
- 10.2** These reports will be collated, reviewed, and fed into decision making groups that contain Student Representatives and LCCA management. This will help us identify and discuss any areas of concern that may not otherwise be identified through usual processes.
- 10.3** As the reports are anonymous, you will not be asked for any contact details and will be able to provide only general information about your area of concern. All anonymous reports should be sent to complaints@lcca.ac.uk or handed to a member of staff in the Student Complaints Service.
- 10.4** If Students want to move a complaint forward personally or discuss issues in detail, then a formal complaint will need to be made.

Section 11: Complaint Process (UCA Students)



Section 12: Accessibility and Alternative Formats

- 12.1** If you need this policy in a different format, contact quality@lcca.ac.uk. We can normally provide large print or an accessible Word version, and will discuss anything else you need.
- 12.2** If you need an adjustment to take part in the complaints process – a different way to submit, extra time, or support at a meeting – indicate this on the relevant form or tell the Student Complaints Service as early as you can. Asking will not affect the outcome of your complaint.

Section 13: Appendices

The following forms are reproduced as appendices to this document. They are also issued as separate documents, available on the Student Portal, from the Policies & Regulations page of the LCCA website, and from the Student Complaints Service.

Form	Title	When to use it
SCF1	Student Concerns Form	Raising a concern informally, before or instead of a complaint
SCF2	Early Resolution Complaints Form	Stage 1: a formal complaint at local level
SCF3	Formal Investigation Complaints Form	Stage 2: where Stage 1 has not resolved the complaint
SCF4	Review Request Form	Stage 3: requesting a review of the Stage 2 outcome

Appendix A: Student Concerns Form (Informal)

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 raising a concern informally. If you want to make a formal complaint, use the Early Resolution Complaints Form (SCF2) instead.

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.

Section 2: Previous Informal Discussion

Have you previously raised this concern informally (e.g. with a tutor, Course Director, or member of staff)?

☐ Yes ☐ No

If yes, who did you speak to and when?

Section 3: Concern Details

Please detail the nature of the concern. Be as specific as you can, including dates, people involved, and what happened.

To address my concern, the following should happen:

Section 4: For Office Use Only

Receiving Officer	
Date Received	
Case Log Ref	
Date Assigned to LIO	
Local Investigating Officer (LIO)	
Informal resolution previously attempted?	☐ Yes ☐ No

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.

Appendix B: 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

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

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.

Appendix C: 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.

--

Is this a group complaint?

☐ Yes ☐ No

If YES, name of Lead Correspondent

--

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

--

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.

Appendix D: Student Complaints Review Request Form (Stage 3 – Review)

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 requesting a Stage 3 Review of a Stage 2 outcome. It must normally be submitted within one month of the date of your Stage 2 outcome letter.

How to complete this form effectively

- Be specific – refer to particular sections of the Stage 2 report, and to relevant paragraphs of the policy.
- Address the grounds, not the original complaint. A Review looks at how Stage 2 was handled, not at the complaint afresh.
- Attach your Stage 2 outcome letter and any evidence supporting your grounds.
- If you are submitting late, explain the exceptional circumstances in Section 5.

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

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

Section 2: Stage 2 Details

Date of Stage 2 outcome letter	
Name of Investigating Officer for Stage 2	

Section 3: Stage 2 Outcome Status

Was your Stage 2 complaint:	☐ Not Upheld ☐ Partially Upheld ☐ Upheld
If Partially Upheld or Upheld, was a remedy or resolution offered?	☐ Yes ☐ No
If YES, did you accept or reject this remedy?	☐ Accepted ☐ Rejected
If rejected, please explain why the proposed remedy was unsatisfactory:	

Section 4: Independent Advice

Have you sought independent advice before submitting this review request?	☐ Yes ☐ No
If yes, please state from whom:	

Students are encouraged to seek independent advice before requesting a Stage 3 Review. The Student Complaints Service, Student Services, and Course Representatives can offer guidance on the review process, although they cannot advise on the merits of your case.

Section 5: Grounds for Review

A Stage 3 Review can only be requested on one or more of the following grounds. Please tick the ground(s) that apply and give a detailed explanation in Section 6.

☐	Ground A: Procedural Irregularity. I believe a procedural irregularity occurred in the handling of my Stage 2 complaint which materially disadvantaged me.
☐	Ground B: New and Relevant Material. I have new, relevant evidence that was not available when the complaint was first submitted.
☐	Ground C: Unreasonable Decision. I believe that the Stage 2 decision was unreasonable in all the circumstances.

Important. The Stage 3 Review will not consider issues that were not cited for investigation in the Stage 2 process.

Section 6: Detailed Grounds for Review

For each ground selected in Section 5, give a detailed explanation below. If you are submitting after the one-month deadline, complete the first box as well.

If submitting LATE: explain the exceptional circumstances that prevented timely submission.

If you selected Ground A – Procedural Irregularity: (a) Which procedures were not followed? (b) How did this disadvantage you?

If you selected Ground B – New and Relevant Material: (a) What is it? (b) When did it emerge? (c) Why was it not available earlier? (d) How does it support your complaint?

If you selected Ground C – Unreasonable Decision: (a) Why was it unreasonable? (b) Which specific findings do you dispute, and why?

Section 7: Supporting Evidence

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

You must attach a copy of your Stage 2 outcome letter, together with any supporting documentation relevant to your grounds for review.

Section 8: Desired Outcome

What outcome are you seeking? For example, “refer back to Stage 2 for re-investigation”, or a specific alternative resolution.

Section 9: Other Resolutions

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

Section 10: 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 review request are complete.
- ✓ I confirm that I am requesting this review on the grounds specified in Section 5 of this form.
- ✓ I understand that the Stage 3 Review will assess whether the Stage 2 investigation followed proper procedures, whether new and relevant material exists, and whether the outcome was reasonable.
- ✓ I understand that the Stage 3 Review will not consider new issues that were not part of the Stage 2 complaint.
- ✓ I consent to the information contained within this form being shared with relevant College staff, including members of the Complaints Review Panel.
- ✓ I understand that if my review request is submitted late, it will only be considered if I can demonstrate exceptional circumstances.
- ✓ 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 review request, including my Stage 2 outcome letter.

Student Signature (Print name)	
Date	

Section 11: For Office Use Only

Receiving Officer	
Date Received	
Date Stage 2 outcome was issued	
Days since Stage 2 outcome	
Submitted within deadline?	☐ Yes ☐ No
If late, exceptional circumstances accepted?	☐ Yes ☐ No ☐ N/A
Case Log Ref	
Grounds for Review accepted?	☐ Yes ☐ No
Decision made by (if rejected at eligibility)	
Date CoP issued (if rejected)	
Date Panel convened (if accepted)	

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.

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Version Control			
Version	Date	Author	Summary of Changes
1.0	01-09-2023	Head of Quality	Published first version.
1.1	27-04-2026	QA Manager	Role references generalised to "Quality Assurance Team" (2.7, 8.17, 9.3); complaints reporting line updated to reflect the current governance structure; student complaints service references updated. Complaints forms (SCF1–SCF4) reworked.
1.2	23-07-2026	Legal Counsel and DPO (Group Legal)	"Validating partner" → "partner institution" throughout; two ULaw notes (Stage 1 applicability; Formal Complaints referred to ULaw after Stage 1); flowchart relabelled "Complaint Process (UCA Students)"; new timing provisions (Stage 2 within 1 month of Stage 1, IO response within 1 month, Stage 3 request within 1 month of the Stage 2 outcome, plus late-complaint handling); new provisions on data protection, withdrawal during an active complaint, the right to be accompanied, and reasonable adjustments;