

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.