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###### **Student Complaints Form**

**Before completing this form:**

**Speak to Someone – Local Resolution:**

In order to try to resolve the issue quickly in the first instance you should raise any complaints locally within the relevant Faculty, School, Student Administration Centre or Department. You need to raise the matter in writing as soon as possible (within 30 days of the incident, matter or concern) .

**Seek Advice**

Read the Student Complaints Procedure and Guidance Notes at <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints>

Advice on the Student Complaints Procedure is available from the Student Governance Office **on**

**Tel 0151 231 8147/8147/8787 or by Email:** **StudentGovernance@ljmu.ac.uk**

Independent Advice is available from the Liverpool Students’ Union Advice Centre on Tel: 0151 231 4900 webpage <http://www.liverpoolsu.com/advice>

**Don’t Leave It Too Late**: There are strict time limits for raising complaints and your complaint may not be investigated if you don’t meet these deadlines.

**Stage 1 Local Resolution** - **within 30 days of the incident, matter or concern**.

**Stage 2 Formal Resolution** – **within 3 calendar months of the date of the event or when the issue of complaint occurred.**

**If your complaint cannot be resolved locally or it is not appropriate for your complaint to be considered locally you can submit a complaint at Stage 2 of the procedures and complete this form.**

**Completing your Form**

If you need this form in another format please contact **Student Governance**

Please complete **all sections** of the form **clearly, concisely and eligibly**. If you do not do this, this could lead to a **delay** in resolving your complaint or your complaint not being progressed.

**Evidence:** You are required to provide appropriate **evidence** to support any allegations that you make. This can include emails, letters, witness statements etc. If you do not enclose reasonable evidence this could result in the University **rejecting your complaint**.

Only include relevant information. Do not include duplicates or long email trails that are not relevant.

Please **do not send original documents** as the University cannot guarantee the return of your documents. **The documents you provide will remain confidential within the complaints process and is subject to the requirements of the Data Protection Act – See Section 1.8 of the Procedure.**

**Please note if you are posting your form and evidence you should do so by recorded delivery.**

Submitting your Complaint:

You can email your complaint and documents to **StudentGovernance@ljmu.ac.uk**

Or post to:

**Student Governance**

**Liverpool John Moores University**

**Kingsway House (Third Floor), 22 Hatton Garden, Liverpool, L3 2AJ. Email:** **StudentGovernance@ljmu.ac.uk**

**Please return form to: LJMU, Student Governance, Exchange Station, Tithebarn Street, Liverpool, L2 2QP. Email:** **StudentGovernance@ljmu.ac.uk**

###### **Student Complaints Form**

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| 1. **Your Details**
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| **Full Name** |  |
| **Contact Address** |  |
| **Post Code** |  |
| **Contact Telephone or Mobile Number** |  |
| **Email Address** |  |
| **Student Number** |  |
| **Programme of Study** |  |

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| 1. **Your Complaint *(Continue on a separate page if necessary*)**
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| 1. **What date was the event or when the issue of complaint occurred?**
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| **Please specify the key date relating to the issue of your complaint.** |
| 1. **Local Resolution**
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| **Have you raised your complaint with the School/Service?** | **YES**  |
| **NO** |
| **If YES**: Please enclose all correspondence relating to your complaint including the response you received. |
| **If YES**: Why do you believe that your complaint has not been resolved or satisfactorily dealt with?*(Continue on a separate page if necessary*) |
| **If NO**: Please specify the reasons why you have not raised your complaint(s) with the relevant department. *(Continue on a separate page if necessary*) |

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| 1. **Resolution**
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| **Please specify the outcome you seek.** |

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| 1. **Declaration and Signature**
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| Please read the statements below and confirm the following:* You have read the Student Complaints Procedure.
* You are aware of the advice and support available regarding your complaint.
* You have completed all sections of the form.
* You understand that LJMU will need to decide whether your complaint is submitted within the timeframes and whether you have submitted relevant evidence.
* You understand that LJMU will not investigate complaints submitted late or complaints not supported by relevant evidence.
* You agree with the documents and details in your complaint being shared with relevant parties involved in the complaints process in order to investigate and respond to your complaint.
* You understand and agree that the information you provide in your complaint will be retained by Student Governance in line the requirements of the Data Protection Act and the University Retention Schedule. The University will retain the Documents you provide for 6 years after the last action on file.
* You are the student making the complaint.
* You believe that the facts stated on the form are true and accurate.
* You understand that LJMU reserves the right to terminate complaints that are vexatious or frivolous.
* You understand that false, inaccurate statements or frivolous or vexatious complaints may result in Disciplinary Action.
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| **Signature:** |
| **Date:** |