



## LSBF Complaints Policy

LSBF seeks and welcomes the views of its students. A student may provide feedback which will be useful for improving our services without raising a complaint. Students are encouraged to provide any feedback to the appropriate Student Support team member in a prompt and constructive manner. When a student has a persistent or significant dissatisfaction, they should raise this as a complaint.

The school's expectation is that anyone wishing to make a complaint does so personally. In exceptional circumstances, where a third party makes a complaint on behalf of a student, we will require the student's express written consent that the third party is acting on their behalf, and that the school is authorised to refer to the details of the student's case in communication with that third party. Please note that all correspondence will be copied to the student as well as the third party unless otherwise agreed. Anonymous complaints will not be considered.

### Procedure

There are three stages to the Student Complaint Procedure. If the student is satisfied with the response received at the initial submission stage, then no further action need be taken. Any complaints that are escalated before earlier stages of the complaints procedure have been conducted will be reverted back to the appropriate stage.

#### *Stage 1 – Informal Complaint*

All complaints shall initially be raised with the **Student Support Programme Administrator**. The **Student Support Programme Administrator** should be contacted using the Intercom button on Canvas. The **Student Support Coordinator** will investigate the complaint and provide written feedback within three working days.

#### *Stage 2 – Formal Complaint*

Where the complaint has not been resolved or satisfactorily dealt with at Stage 1, a student can submit a **Formal Complaint**. Students should complete and submit a **Student Complaint Form**. At this stage, the complaint will be progressed to the **Student Support Manager** or the **Head of Academics**, dependent on the nature of the complaint. The **Student Support Manager** or **Head of Academics** will investigate the complaint and provide written feedback within 10 days.

### *Stage 3 – Review of Formal Complaint*

If the response to the complaint following completion of the Stage 2 procedure is not considered acceptable by the student, they may invoke Stage 3, which involves a review of the case by the **Student Complaints Sub-Committee**. Requests for review must be submitted in writing, with appropriate supporting evidence, **within 21 days of the date of the outcome notification in response to the original Formal Complaint**.

The Student Complaints Sub-Committee will review the complaint, and the student will be formally notified of the decision in writing, normally within 5 working days of the Student Complaints Sub-Committee meeting.