# HE Complaints Process

For more information see the HE Complaint Policy & Process

**Stage 1** Early Resolution

Complaint should be raised as soon as possible, usually within 3 months.
We encourage complainants to first try and resolve the issue informally, either by speaking directly with those concerned, or the programme team.
A record will be kept of any action and resolution.
Complainant will be contacted within 10 working days.

**Stage 2** Formal Stage

If the complaint is not resolved at Stage 1, the complainant can progress to the next stage by emailing HE Quality within 10 working days.
Complainant will receive a response within 10 working days detailing how the complaint will be investigated and by whom, if there has been no attempt to resolve the matter informally, the complaint will be referred to the relevant department to attempt to resolve the issue.
Complainant will be notified of outcome within 20 working days of the start of the investigation.

**Stage 3** Formal Appeal

If the complaint is not resolved at Stage 2, the complainant can progress to the next stage by emailing HE Quality within 10 working days.
Complainant will receive a response within 10 working days detailing how the complaint will be investigated and by whom.
Complainant will be notified of outcome within 30 working days of the start of the investigation.
This is the end of UC Leeds Procedures and the complainant will be issues with a Close of Procedures letter (COP).

**End of Process**

Appeal to validating partner

Appeal to OIA

If the complainant remaining dissatisfied after Stage 3 they have the right to refer the matter to the validating body if the provision is not validated by Luminate. This should be done within 21 days of receiving the COP.

The complainant can then request a review of the outcome with the OIA within 12 months of the receipt of a Completion of Procedures letter from the validating body