

To submit a formal complaint please complete all fields and send the form to **Chief Executive<sup>1</sup>, Leeds University Union, University Square, Leeds, LS1 1UH** or hand in an addressed copy to Help and Support.

See [luu.org.uk/governance/governing-documents](http://luu.org.uk/governance/governing-documents) for additional guidance to LUU's complaints procedure or LUU's byelaws section 15 which can be downloaded from the Union website.

**Date formal complaint form submitted  
(must be within 10 days of incident):**

**If this date is more than 10 days after the date of the incident, please provide details of any mitigating circumstances which caused the late submission:**

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## About You

**Name**

**Address**

**Email**

**Phone**

**Student number**

(if applicable)



## **(Continued)**

**Have you raised this complaint informally with any member of staff or the 'your comments' system?**

Yes

No

**If yes, please provide details of the informal complaint including:**

**The member of staff who dealt with your complaint**

**The date the informal complaint was submitted**

**Please describe the outcome of the informal complaint:**

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## **What happens next?**

Your formal complaint will be investigated, evidence gathered and those involved may be asked to provide evidence, although no formal hearings will be held.

You will receive a written response with 15 days, which will cover all the findings of the investigation, any mitigating circumstances and any appropriate further action.

<sup>1</sup> If the complaint is about the Chief Executive, an elected officer or representative or a trustee it should be addressed to the Union Affairs Officer. If the complaint is about the Union Affairs Officer it should be address to the Deputy Chair of Trustees.