PLEASE NOTE: This Complaints Procedure is to be completed in relation to Social Mobility and Student Success activities. It is not to be used to by current LU students to complain about university decisions relating to academic, student experience or disciplinary matters. For more information, please visit the LU website: <a href="Student complaints and appeals">Student complaints and appeals</a> | ASK - Lancaster University.

Social Mobility and Student Success (SMSS) are committed to ensuring equality of access and providing Widening Participation, Student Success and Evaluation activities that enhance the social mobility of prospective and current students from widening participation backgrounds. We strive to provide an exceptional experience, but we recognise that there may be instances where an aspect of this experience may not be satisfactory.

Stage	Action	Person Responsible
1	Complaints will be allocated to a Social Mobility and Student Success (SMSS) Manager for consideration. If a complaint concerns a staff member, project or activity delivered by a particular team (Widening Participation, Evaluation or Student Success), another Manager within Social Mobility and Student Success (SMSS) will investigate the complaint.	Social Mobility and Student Success Manager
	Every attempt will be made to resolve the complaint at a local level and address issues at this first stage. The Social Mobility and Student Success (SMSS) team aim to resolve complaints as quickly as possible, with an initial response and explanation provided within <u>5 working days</u> .	
2	If a Stage 1 complaint is not resolved successfully, the complaint will progress to Stage 2 and it will be referred to the Head of Social Mobility and Student Success (SMSS) for review. If a meeting is required to discuss the complaint (either by phone, online or in person), the person making the complaint will be made aware of:	Head of Social Mobility and Student Success
	<ul><li>(a) The proposed date of this discussion (subject to availability).</li><li>(b) When they can expect further communication/resolution i.e. within a period of 10 working days.</li></ul>	
	Please note: If the complaint is about Social Mobility and Student Success (SMSS) itself or the Head of Social Mobility and Student Success, the following action will be taken:	
	(a) The Head of Social Mobility and Student Success and the person making the complaint will agree a neutral member of External Relations to oversee the complaint i.e. not someone directly involved in the complaint. OR (b) If there is no satisfactory agreement, the complaint will move to Stage 3 as described below.	
3	Failure to appropriately resolve a Stage 2 complaint or in cases where External Relations deem a complaint to be severe, the complaint will progress to Stage 3 and it will be referred to the University Complaints Co-ordinator for further consideration.	University Complaints Coordinator
	Please note: It is likely that an investigation will be required and this will add to the length of time needed to resolve the complaint. The Complaints Co-ordinator will aim to complete this process within 10 working days, but there is an upper time limit of three months in complex cases.	