Guidance for Students: Complaints relating to strike action

Introduction
The University aims to minimise the impact of the UCU action on the student experience and to ensure that we meet students’ reasonable expectations for delivery of their programmes of study. In particular:

- Schools are taking steps to ensure that students’ assessments are based on learning activities delivered.
- Your School will let you know about the plans to deliver any missed learning opportunities. This may or may not be through rescheduled teaching activities, depending on your School. Learning opportunities may be delivered in other formats, such as use of guided reading or online resources. The plans may not be in place prior to the assessment on your module, but they will be in place by the end of the 2019-2020 academic session.

What to do if you have any concerns
If you have a concern you are advised to discuss with your School what steps are being taken to support you. If you do not know who to contact about this, you are advised to discuss the position with your Student Support Office in your School, who can direct you to the information available.

Making a Complaint
If you remain dissatisfied with your School’s response to your concerns, you may choose to make a formal complaint. All complaints will be considered under the University Student Complaints Procedure http://www.leeds.ac.uk/secretariat/student_complaints.html. There is a form you may find helpful to complete. Please send your complaint to studentcomplaints@leeds.ac.uk.

When making a complaint we will ask for the following information and it would be helpful for you to note this now.

- Which lectures, seminars, workshops, tutorials, practical sessions or other learning activities have been missed.
- What action your School has taken to minimise the impact and replace learning opportunities, for example has content been made available through other means, for example on Minerva or through the circulation of lecture notes and/or PowerPoint presentations.
- Details of communication from your School and timeframes you have given by your School regarding the replacement of learning opportunities.
- If the opportunities are not accessible or will not meet your needs, why this is the case.
- If you have suffered any financial loss as a result of the changes to the delivery of the learning opportunities you will need to evidence this, and so please keep records of what these losses are.

Support to make a Complaint
If you would like independent advice on your position, we encourage you to contact Student Advice in the Leeds University Union. https://www.luu.org.uk/student-help-support/.

Further information and Guidance
Please contact the Student Cases Team studentcases@leeds.ac.uk 0113 343 1276 if you have any questions.

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