



Stakeholder Complaints Procedure

Organisation	Leeds Beckett University
Author(s)	Deputy Secretary
Developed in consultation with	RSO; Apprenticeship Team
Owner	University Registrar and Secretary
Target audience	External stakeholders/third parties, including employers involved in apprenticeship delivery
Sensitivity	Public
Approved by	University Executive Team 24 January 2022
Endorsed by	Academic Board 9 February 2022
Effective date	January 2022
Review Date	+3 years from last date of approval (January 2025)
Status	Approved
External references	ESFA Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk
Links to other internal policies / procedures	<ul style="list-style-type: none"> • Student Complaints Policy and Procedure • Staff Grievance Procedure • Student Conduct of Conduct and related Disciplinary Procedures • Research Misconduct Policy and Procedure • Whistleblowing Policy and Procedure
Version reference	1.1
Version History - summary of changes	1.0 – January 2022 1.1 – September 2023 (updated link for members of the community seeking assistance with the resolution of anti-social behaviour complaints)

Purpose

Leeds Beckett University aims to provide high quality services and operate to high ethical standards in accordance with its values. This procedure sets out how concerns and complaints can be raised, and how they will be investigated and addressed.

Who is it for?

This procedure is for use by third parties whose complaints are not covered by other specific University complaints procedures. For example, this procedure covers complaints relating to third party agreements or contracts made with the University and complaints made by employers involved in apprenticeship provision, research funders and partners involved in academic delivery or research activity. This procedure complements any specific contractual provisions. Where a more appropriate procedure exists for consideration of the complaint raised, the matter will be referred on to the relevant team. Acceptance of a formal complaint under this procedure is at the discretion of the University Registrar and Secretary (or nominee) whose decision on this matter shall be final.

The procedure is not for use by students (including apprentices) who should use the [Student Complaints Procedure](#). Staff should access relevant [HR procedures](#). Members of the community seeking assistance with the resolution of anti-social behaviour complaints can access [support through Leeds City Council](#).

A full list and links to other procedures is provided below.



How does it work?

There are three stages in the Stakeholder Complaints Procedure.

Stage 1: Informal Resolution

Wherever possible, we encourage individuals and organisations to raise concerns and provide feedback at the time the problem first occurs and to those directly involved. This is most likely to result in early resolution.

Stage 2: Formal Resolution

If you are not satisfied with the outcome of informal resolution, you can submit a formal complaint [here](#). Formal complaints should be made within 15 working days of the outcome of an informal resolution. Responses will be acknowledged within 3 working days.

The head of the relevant service will be asked to look into the complaint and will seek to offer a resolution to your complaint within 15 working days, but more complex matters may take longer. You will receive a response in writing.

Stage 3: Review

If you are not satisfied with the outcome of stage 2, you may seek a review of that outcome. Review requests must be received within 5 working days of receiving the written response and will be conducted by someone independent of the area about which the complaint is being made.

External Resolution

In some cases, concerns and complaints may also be raised with third parties such as funding bodies or other partners who have a relevant role in the matter being raised. Appropriate details will be set out in agreements.

Apprenticeship employers may escalate an unresolved complaint the Education & Skills Funding Agency by contacting the ESFA Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk.

What other procedures may be more appropriate for my complaint?

- [Student Complaints Policy and Procedure](#)
- [Staff Grievance Procedure](#)
- [Student Conduct of Conduct and related Disciplinary Procedures](#)
- [Research Misconduct Policy and Procedure](#)
- [Whistleblowing Policy and Procedure](#)

Keeping this procedure up to date

This procedure is owned by the Registrar and Secretary's Office and was approved by UET on 24 January 2022 and Academic Board on 9 February 2022. It is next due for review in January 2025. Any questions about this process should be directed to governance@leedsbeckett.ac.uk.