

**Luther King House Educational Trust**

**LKH Common Awards Admissions Complaints Form**

An admissions complaint is the expression of a specific concern regarding a procedural error, irregularity or mal-administration in admissions policies or procedures, where an applicant believes that LKH has not adhered to its own stated procedures.

The completion and submission of this form initiates a formal complaint and should be used in conjunction with the LKH Admissions Complaints Policy and Procedure, which can be found on the LKH website. This form must be submitted to the Academic Registrar within 20 working days of receipt of a response to any informal complaint you have made about your experience of the admissions process.

Please note that, as indicated in the policy, appeals for a review of the outcome of an admissions decision are not possible under Durham University regulations.

The completed complaints form should be sent to:

Academic Registrar

Luther King House

Brighton Grove

Rusholme

Manchester

M14 5JP

Email: [registrar@lkh.co.uk](mailto:registrar@lkh.co.uk)

Please complete the sections below.

1. **Personal Details**

|  |  |
| --- | --- |
| Full Name: | |
| Course Title applied for: | |
| Address for correspondence: | |
| Telephone no: | Mobile no: |
| Email: | |

1. **Details of Complaint**

**Please attach additional information as appropriate.**

|  |
| --- |
| i) Please give specific details of your complaint which should include the dates of incidents and events as appropriate. Please provide any information which you feel is relevant. Copies of relevant documents should also be included, and should also be listed here. Please note that it may not be possible to consider material which is submitted later in the process without good reason.  *Details of complaint*:  *List of accompanying documents*: |
| ii) Please set out what action you have taken to date to resolve your complaint informally. Copies of relevant documents should also be included with this form:  *Actions taken*:  *List of accompanying documents*: |
| iii) Please explain why you are not satisfied with the response you received at the informal stage: |
| iv) Please indicate what action you wish to see taken to address your complaint: |

**Declaration:**

I declare that the information given in this form is true. I have consulted the LKH Admissions Complaints Policy and Procedure.

**Signed: Date:**

**(If you are completing this form electronically, your printed name is acceptable in place of your signature.)**

Note: In order to consider your complaint fully, the person with responsibility for handling your complaint will need to disclose the complaint to members of staff whose input may be required.