

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: [Student complaints and appeals | ASK - Lancaster University](#).

Stage	Action	Person Responsible
1	<p><u>days.</u></p> <p style="text-align: right;"><u>5 working</u></p>	
2	<p style="text-align: center;"><u>10 working days.</u></p> <p>Please note:</p> <p style="text-align: center;"><u>OR</u></p>	
3	<p>Please note:</p> <p><u>working days</u></p> <p style="text-align: right;"><u>three months</u> <u>10</u></p>	

