Students and their Community Complaint Process

Identification of University of Leeds student involvement with community issue
Issues are registered with the University through the process detailed in the Neighbourhood Helpline Code. Where our students have been identified as living at a property implicated for causing a neighbourhood issue, the Sustainability Service initiate the University process with handling complaints that occur in the local community.

Assessment of issue impact
The University assess the severity and impact of the incident reported before determining the best course of action.

Stage 1
Student identified

Stage 2
Good citizenship training
All students identified as living at the property are contacted through a letter and email to invite them to attend citizenship training.

This workshop has been developed to give students a better understanding of their role and responsibilities in society and how to make a positive contribution to the local community.

This includes guidance on how to manage conflict with others, identify solutions to neighbourhood disputes, understand the consequences and impacts of nuisance behaviours and help them to prevent further situations that would result in further complaints.

At the end of the workshop, participants will be able to:
- State their need for training around good citizenship;
- Describe the rights and responsibilities of citizens and the sanctions should these be breached. Including Leeds City Council and University sanctions for community conduct.
- Describe the impact anti-social behaviour has on people, businesses and organisations in the community;
- Describe examples of anti-social behaviour and the solutions to resolve situations; and
- Describe how they might contribute positively to their community and articulate actions to enable them to make such a contribution.

Stage 3
Referral to the Head of Student Cases
Student behaviour to be considered under the General Disciplinary Regulations.

Referral for training

Club or society identified

Major impact

Minor or moderate impact

Referral for training

Stage 3

Continue

Student doesn't attend training, Sustainability Service investigate

Referral

Further complaint

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