Students and their Community Complaint Process

**Stage 1**

**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 community complaints.

**Stage 2**

**Assessment of issue impact**

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

**Stage 3**

**Contact made with students involved**

All students identified as living at the property are contacted through a letter. This details the allegation, and provides guidance on living locally and the University and Leeds City Council processes and sanctions if further complaints are registered.

**Stage 4**

**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. The letter details the allegations, provides guidance on resident responsibilities and details the University and Leeds City Council processes for responding to neighbourhood issues.

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.

**Referral to the Head of Student Cases**

Student behaviour to be considered under the General Disciplinary Regulations.