The Complaints Handling Procedure

A **complaint** may be made in person, by phone, by email or in writing.
The University's first consideration is whether the complaint should be dealt with at Stage 1 (Frontline Resolution) or Stage 2 (Investigation).

STAGE 1
FRONTLINE RESOLUTION
Handled locally

Stage 1: Frontline Resolution

For complaints which are straightforward and require little or no investigation.

Always try to resolve the complaint quickly and to the complainant's satisfaction wherever possible.
Provide a decision on the complaint **within five working days** *unless* there are exceptional circumstances.

Advise complainant of the right to progress the complaint to Stage 2 – Investigation.

Complaint Stage 1 closed, outcome recorded and reported to Senate Office.

Is the complainant satisfied with the decision?

Yes

No

STAGE 2
INVESTIGATION
Managed by Senate Office

Stage 2: Investigation

Where it is clear that the complaint is particularly complex or will require detailed investigation.
OR
Where the complainant is still dissatisfied after communication of decision at Stage 1.

Send acknowledgement within **three working days** and provide the decision as soon as possible but within **20 working days**, *unless* there is a clear reason for extending this timescale.

Advise complainant of the right to ask the Scottish Public Services Ombudsman to review the complaint.

Complaint Stage 2 closed and outcome recorded by Senate Office.

Is the complainant satisfied with the decision and with the way the University has handled the complaint?

Yes

No

Complainant may seek a review by the Scottish Public Services Ombudsman

See: www.gla.ac.uk/services/senateoffice/studentcodes/staff/complaintsstaff/