

**University of Glasgow**

**Complaint Form**

The Complaints Procedure is contained in the University Regulations [Section 29](https://www.gla.ac.uk/myglasgow/senateoffice/policies/uniregs/regulations2020-21/feesandgeneral/complaints/reg29/). It is not a requirement that you put your complaint in writing but completing this form should help you set out the relevant issues clearly, which in turn will help us to look into the matter as quickly as possible.

**Stage 1 Complaints:** Please submit the completed form to a member of staff in the area concerned.

**Stage 2 Complaints:** Your complaint will be considered under Stage 2 of the Procedure:

* if your complaint is complex and will require detailed investigation,

OR

* if your complaint has already been considered under Stage 1 of the Complaints Procedure and your remain dissatisfied.

Stage 2 complaints should be submitted to complaints@glasgow.ac.uk or posted to: Complaints Resolution Office, Gilbert Scott Building, University of Glasgow, Glasgow, G12 8QQ.

If you are a student, you may wish to seek advice from the [SRC Advice Centre](http://www.src.gla.ac.uk/advice/) before submitting your complaint. The Advice Centre is an advice, information and representation service provided by the SRC for all University of Glasgow students. The Advice Centre offers free and confidential advice on a wide range of subjects and will be able to offer advice on submitting a complaint.

**Complaint Form Checklist**

In order to consider your complaint, we require the following information. Evidence submitted should be as concise as possible and relevant to the complaint:

* Completed complaint form
* Chronology listing in date order all letters, phone calls and meetings that are relevant to your complaint.
* A copy of relevant correspondence
* Any other documentation you feel is relevant to your complaint

**Personal Details**

In order to investigate the complaint, it will be necessary to reveal the identity of the complainant to individuals other than the recipient of this form. Every effort will be made to observe confidentiality and to ensure that information concerning this complaint is restricted as far as possible. Please contact the Complaints Resolution Office if you have any questions or concerns about this.

Please sign below to indicate that you understand and consent that details of the complaint will be shared, as appropriate.

|  |  |
| --- | --- |
| Signed: |  |
| Date: |  |

The University will consider the receipt of this form electronically, direct from you, as being equivalent to a signature

Complainant:

(In the case of a joint complaint, please provide the details of the appointed lead person and attach a list of other complainants with the addresses, emails and registration numbers.)

|  |  |
| --- | --- |
| Name: |  |
| Current Address: |  |
| Contact phone number: |  |
| Email address: |  |
| Registration number (if a student or former student) |  |

If a representative has been appointed, please provide details of the representative:

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| (Please also note that the University must have received written authorisation from the complainant that you may act on their behalf in this matter) |

|  |  |
| --- | --- |
| Name: |  |
| Contact phone number: |  |
| Email address: |  |
| Relationship  |  |
| Please tick if you would like your representative copied into correspondence with you regarding your complaint |  |
|  |  |

**Part 3: Declaration**

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| The information given in this form and any additional documentation provided is confirmed by the complainant as being true, accurate and correct.  |  |  |
|  |
| By submitting my complaint I understand that: * information may be gathered by members of staff in the University for the purposes of investigating and evaluating my complaint
* my name and other relevant information about my complaint may be disclosed to others in the University in order for my complaint to be investigated.
* the outcome of formal complaints will be recorded and anonymised for the purposes of monitoring and analysing complaints and for statistical reporting for quality assurance purposes.

I confirm that where I have disclosed personal data as part of my complaint, I hereby consent to this information being shared in confidence with other members of staff who require to be advised of it in the process of investigating and dealing with my complaint.  |  |  |
| Supporting documentation has been included(please cross the box if applicable)  |  |  |
|  |  |  |
| **Signature of the individual completing the form** |  |
| (If you are unable to submit an electronic image of your signature, please type your name. The University will consider the receipt of this form electronically, direct from you, as being equivalent to a signature) |  |
|  |  |
| **Name in full:** |  |
|  |  |
| **Signature of complainant (if different)** |  |
|  |  |
| **Date:** |  |

**Section 2 – The Complaint**

Please set out below the main points of the complaint:

* Visit our [website](https://www.gla.ac.uk/myglasgow/senateoffice/studentcodes/students/complaints/) for guidance on how to submit your complaint
* You can submit your statement on a separate sheet.

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Please state the outcome you are seeking:

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If your complaint has already been addressed through Stage 1 of the Complaints Procedure, please state why you are not satisfied with the consideration of your complaint at Stage 1:

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If you are submitting a complaint more than six months from when you first became aware of the problem, please provide a brief explanation for the delay:

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