

8.1 General Information

Introduction

This category covers general information about how to make contact with the institution. It includes information about how to complain about the institution, and how to serve formal documents on it. It is aimed at providing very general information for the public. More detailed information will be provided in other categories.

Category Name	Category Description	How to access	Withheld information
Name and address	The name of the institution, and the address of its principal office	The principal office of the University of Glasgow is the Court Office, Gilbert Scott Building, University of Glasgow G12 8QQ	
Principal officers	Names of the principal officers of the institution	The principal officers of the University of Glasgow are responsible for the efficient and effective management of the University. They include the Principal, Vice Principals and the Secretary of Court, as well as Directors of major administrative functions. The major administrative functions of the University are carried out by the Court Office and the Finance Office. Who's who	

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Contact information	Information on how to contact the institution	<p>Specific queries regarding recruitment and studying abroad should be directed to the Recruitment and International Office.</p> <p>Queries relating to University accommodation should be directed to Residential Services</p> <p>The Development and Alumni Office provide information on Alumni Services</p> <p>The Staff Directory provides contact details for other departments across the University</p>	
Location	Information on the institution's principal and other main locations, including campus maps	<p>Gilmorehill is the main university campus. There are also several other campuses that make up the University.</p> <p>Just three miles away from Gilmorehill is the Vet School in Garscube. The University's Crichton Campus is based in the outskirts of Dumfries.</p> <p>Campus maps</p>	
Opening hours	Opening hours of the institution's principal office(s)	<p>The principal offices of the University include the Court Office and the Registry. The Court Office opening hours are 9.00 am to 5.00 pm from Monday to Friday.</p>	
Academic year dates	Information on the dates of the institution's academic years	<p>Dates for the current academic year as well as future academic years, as far as known are available in the University Calendar</p>	

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Holidays	Dates of closure of the institution	The University is completely closed between Christmas and the New Year. Public Holiday dates	
Complaints	Procedures on how to complain about the institution	The student complaints procedure is contained within the, 'University Fees and General Information for Students' section of the University Calendar . The University Dignity at Work and Study Policy and Procedure is also available via the University website. Where a member of the public has a complaint, the first point of contact should be the relevant School, College or Service. When the most appropriate point of contact is not evident, or when a member of the public feels that a complaint has not been addressed satisfactorily by that means, the complainant should raise the matter in writing with the Secretary of Court, using the following address: Secretary of Court, University Court Office, Gilbert Scott Building, University of Glasgow, Glasgow, Scotland G12 8QQ	
Document serving	Contact details for serving legal documents on the institution, e.g. Court Orders	Any official documents to be served on the institution should be sent to the Secretary of Court at the following address: Secretary of Court, Court Office, University of Glasgow, Glasgow Scotland G12 8QQ	