

**University of Glasgow**

**Complaint Form**

The Complaints Procedure is contained in the University Calendar [Section 29](https://www.gla.ac.uk/myglasgow/senateoffice/policies/calendar/calendar2017-18/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](mailto:complaints@glasgow.ac.uk) or posted to: Senate Office, Gilbert Scott Building, University of Glasgow, Glasgow, G12 8QQ.

**Personal Details of complainant**

|  |  |
| --- | --- |
| Name: |  |
| Current Address: |  |
| Permanent Address: |  |
| Telephone number: |  |
| Mobile number: |  |
| Email address: |  |
| Registration number (if a student or former student) |  |

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

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

|  |  |  |
| --- | --- | --- |
| Name: |  | |
| Address: |  | |
| Telephone number: |  | |
| Mobile number: |  | |
| Email address: |  | |
| Please tick if you would like your representative copied into  Correspondence with you regarding your complaint | |  |

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.

Please sign below to indicate that you understand that details of the complaint will be provided to individuals where this is deemed necessary by the investigator.

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

**Section 2 – The Complaint**

Please set out below the main points of the complaint. Your complaint will not normally be considered if it is received more than 6 months after the last incident to which the complaint refers or more than 6 months after you became aware that you had a reason to complaint.

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Please state the outcome you are seeking.

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*For complaints that have 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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|  |

Please provide the following:

(tick)

Chronology listing in date order all letters, phone calls and meetings that are relevant to your complaint.

A copy of all relevant correspondence and other documentation