Dear

I have looked into your complaint concerning [brief summary of complaint.]

Report what you did (who you spoke to, what correspondence or other documentation you considered, what policy/procedure is relevant). State your conclusion (complaint is not upheld/all elements of complaint are upheld/some elements of the complaint are upheld) with reasons, with an apology or other remedy if appropriate.

If you are not satisfied with this response, you may take your complaint to Stage 2 of the Complaints Procedure.

Stage 2 complaints should be raised through the Complaints Resolution Office:

   By email: complaints@glasgow.ac.uk

   In writing: The Complaints Resolution Office, The University of Glasgow, Glasgow, G12 8QQ.

   By telephone: 0141 330 6441.

   In person: at The Complaints Resolution Office, Gilbert Scott Building, University of Glasgow.

For Stage 2 complaints, we encourage you to complete the complaint form as this will help you set out your case clearly, which in turn will assist the investigation process. Please state the way in which you consider our response to your complaint at stage 1 was unsatisfactory.

Yours sincerely