

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	Can be found at
Name and address	The name of the institution, and the address of its principal office	Glasgow Caledonian University 70 Cowcaddens Road Glasgow G4 0BA
Principal officers	Names of the principal officers of the institution	<ul style="list-style-type: none"> • Link to University Executive page on the GCU website
Contact information	Information on how to contact the institution	<ul style="list-style-type: none"> • Link to Contact page on the GCU website • Link to Contact page on the GCU London website
Location	Information on the institution's principal and other main locations, including campus maps	<ul style="list-style-type: none"> • Link to How to Find Us page on the GCU website • Link to How to Find US page on the GCU London website
Opening hours	Opening hours of the institution's principal office(s)	<ul style="list-style-type: none"> • Link to GCU website • Link to GCU London website
Academic year dates	Information on the dates of the institution's academic years	<ul style="list-style-type: none"> • Link to the Academic Calendar on the GCU website • Link to the Trimester Calendar on the GCU London website

Category Name	Category Description	Can be found at
Holidays	Dates of closure of the institution	<ul style="list-style-type: none"> • Link to the Academic Calendar on the GCU website • Link to the Trimester Calendar on the GCU London website
Complaints	Procedures on how to complain about the institution	<ul style="list-style-type: none"> • Link to Complaints and Student Conduct page on the GCU website
Document serving	Contact details for serving legal documents on the institution, e.g. Court Orders	<p>Governance Britannia Building Glasgow Caledonian University 70 Cowcaddens Road Glasgow G4 0BA</p>