

**GLASGOW CALEDONIAN UNIVERSITY REQUEST FOR COMPLAINT INVESTIGATION**

**Information for all complainants**

If you have a complaint about a matter which is the responsibility of the University, and you have not been able to resolve it by raising the issue directly with the appropriate area or department (Stage 1 of the Complaints Handling Procedure – Frontline Resolution), please complete the form below to enable us to investigate your complaint.

If you have relevant documentary evidence to support your complaint, it should be submitted with this form. Evidence submitted should be as concise as possible and relevant to the complaint. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint may not be considered. Investigation of your complaint may not commence until you confirm that your supporting documentation (evidence) is complete. Please see Section 3 of the form.

**Information for students only**

If you are a student (or recent student), we strongly encourage you to contact the [Advice Centre in Glasgow Caledonian University’s Students’ Association](https://www.gcustudents.co.uk/about-the-advice-centre) (GCUSA) staffed by professional advisers with experience of supporting students with complaints. An adviser at the Advice Centre can:

* Help students decide whether making a complaint is the best course of action, or whether another using procedure may be more appropriate
* Explain how the complaint procedure works and what the potential outcomes may be
* Read drafts of any correspondence students write to the University (including complaint forms) to help students make their case as clearly as possible
* If requested, support students at any meetings they attend with University staff in relation to their complaint.

Students can contact the Advice Centre at their offices on campus, by phone on phone on 0141 331 8226 or via email at [studentadvice@gcu.ac.uk](mailto:studentadvice@gcu.ac.uk)

Once completed, this form should be submitted by email to [complaints@gcu.ac.uk](mailto:complaints@gcu.ac.uk) or by post to:

**Assistant Head of Governance**

**Glasgow Caledonian University**

**Cowcaddens Road**

**Glasgow G4 0BA**



**PERSONAL DETAILS**

|  |  |
| --- | --- |
| First Name |  |
| Surname |  |
| Address |  |
| Email |  |
| Telephone numbers (inc mobile) |  |
| Programme of Study  **(for students only)** |  |
| Matriculation number  **(for students only)** |  |

**YOUR COMPLAINT**

**Please provide a summary of your complaint (300 words max)**

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**Please describe what action you have taken to resolve the complaint to date, including attempts at Frontline Resolution (approx. 200 words). Please submit relevant emails or other evidence with this form.**

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**Please provide a brief explanation of the issue(s) you consider to be unresolved (approx. 200 words)**

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**Please explain how you would like your complaint resolved**

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**If you are submitting a complaint more than six months after the last related incident, please provide a brief explanation for the delay (200 words max)**

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**SUPPORTING DOCUMENTATION**

It will help the University in considering your complaint, if you include relevant documentation in support of your complaint

Do you wish to submit any supporting documentation (evidence) for consideration? Yes/No

If ‘yes’, please tick here to confirm that what you have submitted is complete

Or here if you still have more information to submit  Note, the University may not be able to consider your complaint until all evidence is submitted

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_