

REQUEST FOR COMPLAINT INVESTIGATION



Information for all complainants

If you are a member of GCU Students' Association and have a complaint about a matter which is the responsibility of the Students' Association, and you have not been able to resolve it by raising the issue directly with the appropriate staff member or service (Stage 1 of the Complaints Procedure – Frontline Resolution), please complete the form below to enable us to investigate your complaint. Before doing so, please read the Complaints Procedure which is provided at www.GCUstudents.co.uk/keyinformation.

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 will not commence until you confirm that your supporting documentation (evidence) is complete.

Support Available

You can contact our Advice Centre that is staffed by professional advisers with experience of supporting members with complaints. An adviser at the Advice Centre can:

- Help members 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 (including complaint forms) to help students make their case as clearly as possible
- If requested, support students at any meetings they attend in relation to their complaint.

Students can contact the Advice Centre within the Students' Association Building by phone on 0141 273 1650 or via email at advice@GCUstudents.co.uk.

Once completed, this form should be submitted by email to chief.executive@GCUstudents.co.uk with the subject line 'Complaint' or by post to:

Chief Executive
GCU Students' Association
70 Cowcaddens Road
Glasgow
G4 0BA

PERSONAL DETAILS

First Name	
Surname	
Address	
Email	
Telephone numbers (inc mobile)	
Student ID 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.

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

Please explain how you would like your complaint resolved (200 words max)

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)

SUPPORTING DOCUMENTATION

It will help the Students' Association in considering your complaint, if you include relevant documentation in support of your complaint.

Check this box if you wish to submit any supporting documentation (evidence) for consideration?

Check this box if **all** your supporting documentation (evidence) is attached

Check this box if you **still have more** supporting documentation (evidence) to submit

Note, the Students' Association may not be able to consider your complaint until all evidence is submitted.

Signature	
Date	