

For advice on dealing with matters relating to harassment or bullying please view the [Student Harassment Procedures](#)

STAGE 1: IMMEDIATE LOCAL RESOLUTION

Student to attempt to resolve issues or concerns informally at a local level through discussion with the appropriate Module Tutor or Academic Course Leader (for academic related complaints) or member of staff in the relevant Module / Course Team or School, or Professional Services Department (for non-academic complaints).

Timeframe for completion, normally within 10 working days

SATISFIED WITH OUTCOME

DISSATISFIED: GO TO STAGE 2

STAGE 2: FORMAL COMPLAINT RESOLUTION

If the complaint is not resolved informally, student to submit a completed **Student Complaints Form** together with appropriate supporting evidence **no later than 3 months** after completion of the year of study in which the complaint arose or within three months of the date of withdrawal, or beginning of an approved leave of absence from the programme of study.

Timeframe for completion, normally within 1 calendar month

SATISFIED WITH OUTCOME

DISSATISFIED: GO TO STAGE 3

STAGE 3: FORMAL COMPLAINT REVIEW

Within 10 working days of receiving the outcome of Stage 2, student to write to the Head of Governance and Secretariat Services to request that the complaint is considered by a Student Complaints Review Panel. The student will be notified of the Panel's decision to uphold, partially uphold, or not uphold the complaint within five working days of the meeting.

Timeframe for completion, normally within 21 working days

SATISFIED WITH OUTCOME

DISSATISFIED WITH OUTCOME:
The complaint will not be heard further within the University. The student will be advised they may apply for a review by the [Office of the Independent Adjudicator](#) if case is eligible.

*The University is committed to dealing with complaints as quickly as possible, and to complete the processing of a formal complaint and any associated review within **90 calendar days** wherever possible.*

Any queries please contact appealsandcomplaints@glos.ac.uk



Students, for more information please visit:
www.glos.ac.uk/governance/pages/appeals-and-complaints



Staff, for more information please visit:
<https://connectglosac.sharepoint.com/sites/staffnet/registry/governance/Pages/appeals-and-complaints>