# University Logo

**Public Complaints Form**

# If you require this document in an alternative format please contact appealsandcomplaints@glos.ac.uk

**Please ensure that you have read the Public Complaints Procedure prior to completing this form.**

The University Public Complaints Procedure covers perceived injustice or hardship suffered as a result of poor service provision, bad service delivery or failure to provide a service by the University. To guard against the consequences of misuse of the procedure, the University reserves the right to decline to consider any complaints which are merely frivolous, vexatious, defamatory, abusive and/or motivated by malice, or to enter into continuing correspondence about such complaints.

The University also reserves its rights not to investigate or take any action in relation to complaints received anonymously or received on behalf of an anonymous complaint through a third party.

Please ensure that you have attempted to resolve your complaint with the appropriate department of the University prior to launching a formal complaint. If you are unsure who to approach regarding your complaint please contact appealsandcomplaints@glos.ac.uk

If you are dissatisfied with the local response to your complaint please complete and return this form (within **3 months** of the last incident relating to the problem occurring) and send to: **University Secretary & Registrar, University of Gloucestershire, Park Campus, Cheltenham, GL50 2RH,** or email to: appealsandcomplaints@glos.ac.uk

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| **SECTION A: COMPLAINANT DETAILS** |

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| **Forename(s):** |  |
| **Surname (Family Name):**  |  |
| **Contact Address:** |  |
| **Email Address:** |  |
| **Daytime Telephone Number:** |  |
| **Date of notification of this Complaint:** |  |

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| **SECTION B: DETAILS OF COMPLAINT** |

**Please outline clearly and concisely what you are complaining about and why:**

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**Please indicate the remedy you are seeking as a resolution to your complaint:**

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| **SECTION C: DETAILS OF INFORMAL DISCUSSIONS**  |

**Has this complaint been raised informally first with the person(s) directly responsible for your area of concern within the University:**

**NO :** Prior to completing this form please ensure that you have attempted to resolve your complaint informally with the appropriate department.

**YES : If ‘Yes’, with whom was it discussed? :**

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| **Name of staff member:** |  |
| **Post Title:** |  |
| **School / Professional Services Department:** |  |
| **Date discussed:** |  |

**What was the outcome? *(Please also indicate why you are still dissatisfied)***

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| **SECTION D: COMPLAINANT DECLARATION** |

**By signing this form, I would like the University to consider my complaint, and I declare that:**

* I have read and understood the University’s Public Complaints Procedure.
* I understand that the University will need to gather information about the matters raised in my complaint and that this information may include sensitive personal details which will be processed in accordance with Data Protection legislation.
* I understand that my complaint will be handled in confidence, but that in order to investigate the issues raised it may be necessary to disclose the content of my complaint to relevant staff. I also understand that any individuals against whom allegations have been made will have the right to be made aware of these allegations and any evidence against them.
* I understand that the University may need to exchange information about my complaint with external organisations such as the University’s insurers.
* If I have disclosed personal data relating to another person/s within my complaint, I have been given permission by them to do so.
* I confirm that what I have written on this form and any enclosures is truthful and relevant to my complaint.

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| **Signed *(Your Signature)*** | **Date** |

*Updated: August 2020*