

**Group Complaint Consent Form**

This form should be completed, signed, and returned alongside the completed [Student Complaints Form](http://www.glos.ac.uk/governance/pages/appeals-and-complaints.aspx) to: appealsandcomplaints@glos.ac.uk or, **Student Complaints, Governance and Secretariat Services, University of Gloucestershire, Fullwood House, Park Campus, Cheltenham, GL50 2RH.**

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| **SPOKESPERSON DETAILS:** |

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| **Forename(s):** |  |
| **Surname (Family Name):**  |  |
| **Student ID Number (e.g. s1234567):** |  |
| **Email Address[[1]](#footnote-1):** |  |
| **Course (e.g. BA History):** |  |

**All** members of the group wishing to submit the complaint should provide their details below.

**By signing this form, I would like the University to consider the group complaint, and I understand and agree that:**

* I have read and understood the University’s [Student Complaints Procedure](http://www.glos.ac.uk/governance/pages/appeals-and-complaints.aspx).
* the University will need to gather information about the matters raised in the complaint and that this information may include sensitive personal details which will be processed in accordance with Data Protection legislation and the [Student Privacy Notice](http://www.glos.ac.uk/governance/information/pages/data-protection.aspx).
* the complaint will be handled in confidence, but that in order to investigate the issues raised it may be necessary to disclose the content of the group’s 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.
* the University may need to exchange information about the complaint with external organisations such as the Office of the Independent Adjudicator (OIA), or the University’s insurers.
* what is written on the Student Complaint Form and any enclosures is truthful and relevant to the complaint.
* I have been affected by all of the issues outlined on the Student Complaint Form.
* the spokesperson, as listed above, will act on my behalf and will be responsible for representing the views of the group and will act as key contact in relation to the complaint, including communication relating to the complaint outcome and decision of the group.
* the group will be required to collectively agree whether or not we will accept the complaint outcome, including any proposed remedy or redress (if appropriate).

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| **GROUP MEMBERS:** |

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| **Student ID Number:** | **Forename(s)** | **Surname** | **Contact Email Address** | **Signature** |
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*Updated: August 2020*

1. *Please note that, unless stated otherwise, we will send the written outcome letter, and any other written correspondence relating to the complaint, to the spokesperson via email to the email address they have provided on this form.* [↑](#footnote-ref-1)