

Complaint Form (for students, applicants and members of the public)

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 service area or department, please complete the form below to enable us to investigate your complaint. Before doing so, please read the complaints handling procedure and associated guidance available <https://www.strath.ac.uk/contactus/complaintsprocedure/> . Please also refer to our Privacy Notice on how we handle your data <https://www.strath.ac.uk/professionalservices/dataprotection/> .

If you have relevant documentary evidence to support your complaint, please submit it 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 is complete. Please tick the box at the end of this form to confirm your submission is complete.

Completed forms should be returned to the appropriate Executive Dean in the case of a complaint about an academic service or to the appropriate Director in the case of a complaint about a non-academic service.

| Faculty/Service Area | More information/Contacts |
|---|---|
| Business School | sbs-appealscomplaints@strath.ac.uk |
| Faculty of Engineering | eng-appealscomplaints@strath.ac.uk |
| Faculty of Humanities and Social Sciences | hass-appealscomplaints@strath.ac.uk |
| Faculty of Science | science-appealscomplaints@strath.ac.uk |
| Finance | http://www.strath.ac.uk/finance/ |
| Human Resources | http://www.strath.ac.uk/hr/workforus/recruitmentatstrathclyde/commitmenttoapplicants/ |
| Information Services | http://www.strath.ac.uk/is/aboutus/ |
| Marketing and Development | http://www.strath.ac.uk/mds/ |
| Research and Knowledge Exchange | http://www.strath.ac.uk/rkes/contactrkes/ |
| Strategy and Policy | complaints-admin@strath.ac.uk |
| Student Experience and Enhancement | http://www.strath.ac.uk/sees/ |
| Estates | http://www.strath.ac.uk/estates/ |

Information for students only

If you are a current or recent student, you are strongly advised to speak to a representative at the Advice Hub before completing this form. The Advice Hub is the University of Strathclyde Students' Union's free, independent advice and support centre. The staff can help students with academic appeals, complaints, personal issues and much more. The Advice Hub is located on Level 5 (access via Level 6) of the Union building. Appointments can be made Monday to Friday 10-5pm or students can drop in Monday, Tuesday, Wednesday or Friday from 2pm - 4pm.

The Advice Hub can be contacted by email strathunion.advice@strath.ac.uk , by telephone on 0141 567 5040 or online at <https://www.strathunion.com/advice/>

Complaint Form

| | |
|--|--|
| Name | |
| Correspondence Address | |
| Email | |
| Phone | |
| Course <i>(for students only)</i> | |
| Registration Number <i>(for students only)</i> | |

Please outline your complaint clearly and concisely (300 words max):

Please describe the measures you have taken to date to resolve your complaint (200 words max):

Please provide, as succinctly as possible, an explanation of the issues you consider still need to be resolved (200 words max):

How would you like your complaint to be resolved? (100 words max)

If you are submitting a complaint more than six months following the last related incident, please provide a brief explanation for the delay (100 words max).

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

If "Yes", please tick here to indicate that what you have submitted is complete

Signature:

Date:

Where you have submitted evidence or raised issues that concerns or reveals any 'Special category' personal data (see below for definition) we require your consent to process this. We will only share your data as necessary for the investigation of your complaint and only with those who need to know as part of the investigation. Please sign below to confirm your consent.

I consent to my Special category personal data being processed in order to effectively investigate my complaint.

Signature:

Print Name

Date:

'Special category' personal data includes:

- racial or ethnic origin;
- political opinions;
- religious or philosophical beliefs;
- trade union membership;
- genetic data or biometric data (for the purpose of uniquely identifying a natural person);
- health data (mental or physical);
- sex life or sexual orientation.