

COMPLAINT FORM:

PLEASE READ THE INFORMATION BELOW BEFORE COMPLETING THIS FORM

The University of the West of Scotland is committed to providing high quality services. However, it recognises that you may have legitimate complaints relating to your programme, the services or facilities provided by the University. Complaints will be taken seriously and will be dealt with in confidence and without recrimination. **You are encouraged, in the first instance, to raise the matter with an appropriate member of staff, and seek a resolution locally and informally.**

However, if the matter cannot be dealt with in this way, you should use this form to make your complaint in writing.

Completion of this form will help you to state your case clearly and will assist the University in ensuring that all factors are understood and taken into account. Can you also include any relevant supporting documentation? Please note that in most cases without evidence, or supporting documentation, we cannot consider unsubstantiated complaints.

You can email your completed form and the supporting documents to complaints@uws.ac.uk OR send the form and the evidence to Registry, Paisley Campus, High Street, Paisley, PA1 2BE.

Further information can be found in the University's Complaints Procedure at <https://www.uws.ac.uk/current-students/supporting-your-studies/complaints/>. Copies of this are also available from Registry at complaints@uws.ac.uk.

Once we have your form and your evidence we will decide how best to progress the investigation. Registry or the Investigating Officer may be in contact with you through email or phone to ask for any further information which we believe would help us with the investigation.

Part 1: Personal Details

Name:			
Postal address for correspondence:			
Mobile telephone no:		Alternative telephone no: <i>(if preferred for contact)</i>	
Email address:			

If you are a student of UWS, please also provide the following:

Banner number:	
Programme of study:	
School	
Year of study:	
Location to which complaint refers: (e.g. Campus)	

Part 2: Substance of the Complaint

<p>Complaint details Please set out the main reasons for raising this complaint. You should make sure that you include all information that is relevant.</p>

<p>Late complaint If you are submitting a complaint more than six months following the last related incident, please provide a brief explanation for the delay.</p>

<p>Provide details of evidence or supporting documentation submitted with the complaint.</p>

Any supporting documentation should be submitted in English or with a certified translation.

PLEASE NOTE THAT IN MOST CASES WITHOUT EVIDENCE OR SUPPORTING DOCUMENTATION WE CANNOT CONSIDER UNSUBSTANTIATED COMPLAINTS.

Outcome of your complaint

Please outline below what you would like to happen as a result of the complaint you are raising with the University

Part 3; Declaration

I confirm that I am (please put a cross in the relevant box below):

- 1. The complainant

- 2. An individual acting on behalf of the complainant with respect to the complaint – Complete the box below.
(Please also note that the University must have received written authorisation from the complainant that you may act on their behalf in this matter)

Relationship:

The information given in this form and any additional documentation provided is confirmed by the complainant as being true, accurate and correct. The complainant also confirms that they understand that their personal data may be processed by such University staff as may be necessary for the purpose of consideration of the complaint (please cross the box to confirm this)

Supporting documentation has been included (please cross the box if applicable)

The complainant is fully aware of the University Complaints Policy and Procedures (please cross the box to agree)

Signature of the individual completing the form

(If you are unable to submit an electronic image of your signature, please type your name. The University will consider the receipt of this form electronically, direct from you, as being equivalent to a signature)

Name in full:

Signature of complainant (if different)

Date:

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