

Complaints 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.

In line with Part 2 of the CHP, complaints can be made verbally or in writing, including face-to-face, by phone, letter, email, or via [Contact Scotland BSL](#). However, although not compulsory, it is helpful to submit your complaint on a Complaint Form. This will allow you to fully identify the substance of your complaint and the outcome you are seeking from the complaint investigation. This will help greatly with the investigation. Please note that in most cases without evidence, or supporting documentation, we cannot consider unsubstantiated complaints.

You can email your completed form and supporting documents (evidence) to: complaints@uws.ac.uk or post your form and supporting documents (evidence) to: **UWS Complaints Team, QuEST, Paisley Campus, Paisley, PA1 2BE.**

Further information can be found in the [University's Complaints Procedure website](#). Copies of this are also available from the Quality Enhancement Support Team (QuEST) at complaints@uws.ac.uk.

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

Part 1: Personal Details

Name:	
Address:	
Contact telephone number:	
Email address:	

If you are a UWS student, 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

Complaint details

Please set out the main reasons for raising this complaint. You should make sure that you include all information that is relevant.

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Part 2: Substance of the Complaint (continued)

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.

Provide details of evidence or supporting documentation submitted with the complaint.

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 (please tick all boxes required)

I confirm that I am **The complainant**

I confirm that I am an individual acting on behalf of the complainant with respect to the complaint (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.

Supporting documentation has been included

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:

Please save your completed form and email to complaints@uws.ac.uk

Clear form

(if you wish to delete information click here)

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WEST of SCOTLAND

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