

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 concerns 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 it is not compulsory, we encourage you to submit your complaint using this Complaint Form, as this will assist the investigation process and help us consider your complaint more efficiently. Please note that in most cases, complaints cannot be considered without supporting evidence or documentation.

Complaints should normally be submitted within six months of the date on which you first became aware of the issue giving rise to the complaint. Complaints received outwith this timeframe may not be accepted unless there are exceptional circumstances explaining the delay.

The University's Complaints Handling Procedure operates a two-stage process:

- Stage 1 (Frontline Resolution): complaints will normally receive a response within 5 working days.
- Stage 2 (Investigation): where a complaint is complex, serious, or remains unresolved at Stage 1, a full investigation may be undertaken, with a response normally issued within 20 working days.

Please note that where an individual is seeking financial compensation, this does not fall within the scope of the University's Complaints Handling Procedure. Requests for financial compensation will therefore not be considered as part of the complaints process.

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

Further information on the University's [Complaints Handling Procedure](#) can be found on our website.

Once we receive your form and evidence, we will decide how best to progress your complaint. QuEST or the Investigating Officer may be in contact with you to ask for any further information which we believe would assist with an investigation.

Part 1: Personal Details

Name	
Address	
Email (Please use your UWS email wherever possible)	
Contact Telephone Number	
If you are a UWS student, please also provide the following:	
Banner No.	e.g. B00123346
Programme of Study and/or module (if applicable)	e.g. BA (Hons) Business
Faculty	
Year of Study	
Location to which your complaint refers to i.e. Campus	

Part 2: Complaint Details

Section A: Local Resolution	
Informal Resolution Attempted: Have you attempted to resolve this informally with the Faculty or Service Area?	
Who did you speak to?	Name or Dept
When did this happen?	Date
What was the outcome?	
Why do you feel this outcome was unsatisfactory?	
Section B: Complaint	
Using AI and Assistive Writing Tools: AI and assistive writing tools can help you draft or structure your complaint. However, content generated by these tools may contain inaccuracies, include irrelevant information, or change the focus of the issues you wish to raise. If you use these tools, please review the content carefully to ensure it accurately reflects your own experience, concerns and the outcome you are seeking. Clear and concise complaints help us understand and investigate issues more effectively.	
Please set out the main reasons for this complaint. Please provide all relevant information including times, dates etc:	

Supporting Evidence: Please provide details of evidence or supporting documentation to support your complaint (supporting documentation should be in English or with a certified translation). Please note that we are unable to progress unsubstantiated complaints.

Please attach your files and tick the relevant boxes below to indicate what you are providing:

Email correspondence (saved threads with clear timestamps) ☐

Policy/Procedural documents (Module Handbooks, University policy) ☐

Other ☐ Please specify details of other evidence provided

Section C: Resolution Sought

Please state clearly what specific action or outcome you are seeking from the University to resolve the matter.

Part 3: Declaration (please tick boxes as applicable)

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 note that the University must have received written authorisation from the complainant that you may act on their behalf in this matter)

The information provided and any additional documentation provided is confirmed as being true, accurate and correct. The complainant also confirms that they understand 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 complainant

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