

## STUDENT COMPLAINT FORM – STAGE 2 INVESTIGATION

**Purpose of the Student Complaint Form**

- This form is to be completed for raising a formal complaint under Stage 2 Investigation of the University's *Complaints Handling Procedure* or for raising a complaint which is outwith the normal six month timescale for raising a complaint.
- Before completing this form, you are advised to refer to the *Complaints Handling Procedure* which is accessible at: [www.rgu.ac.uk/complaints](http://www.rgu.ac.uk/complaints). You are also advised to complete all sections of the form as fully as possible.

**Getting help to make your complaint**

- You may seek advice from: the Student Union, Student Life and/or your School.
- We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your written consent to complain for you.

Please be aware that the contents of the *Student Complaint Form* will normally be shared with the relevant individual/Department/School. In the event you have concerns about the sharing of this information then please tick the following box and the Complaint Investigator will contact you to discuss your concerns.

**Note:** In the event your complaint relates to a decision of an Assessment Board then you should use the *Academic Appeals (Award and Progression) Procedure* (Regulation A3 – Section 1) which is accessible at: [www.rgu.ac.uk/academicregulations](http://www.rgu.ac.uk/academicregulations)

Surname/Family Name			
Forename(s)		Title	
Postal Address			
Telephone Number(s)			
Email Address <i>[If you want correspondence to also be sent to a personal email account, please provide details]</i>			
RGU Enrolment Number <i>(where applicable)</i>			
School			
Course			
Stage			

Complaint Details			
Please tick the relevant box(es) below to indicate the category of complaint.			
i. Quality and standard of service	<input type="checkbox"/>	ii. Failure to provide a service	<input type="checkbox"/>
iii. Quality of facilities or learning resources	<input type="checkbox"/>	iv. Treatment by or attitude of a staff member, student or contractor	<input type="checkbox"/>
v. Inappropriate behaviour by a staff member, student or contractor	<input type="checkbox"/>	vi. Failure of the University to follow an appropriate administrative process	<input type="checkbox"/>
vii. Dissatisfaction with the University's policy, although it is recognised that policy is set at the discretion of the University.	<input type="checkbox"/>	viii. Other	<input type="checkbox"/>
<i>Please provide details of the nature of the complaint and relevant dates</i>			

How has your complaint been dealt with so far?
<i>[Please explain as fully as possible what steps you have taken, together with dates, to resolve your concern/complaint in accordance with Stage 1 – Frontline Resolution of the Complaints Handling Procedure, the details of the response(s) received and who provided the response]</i>

**Why you are dissatisfied with this response**

*[Please explain here why you are dissatisfied with the response you have received]*

**The remedy you are seeking**

*[Please indicate the remedy/outcome you are seeking]*

**Any other relevant information and/or evidence you would like to submit in support of your complaint**

Please list any documentary evidence you are submitting with this form

- 1.
- 2.
- 3.
- 4.

Date

- By submitting this form you are declaring the above information to be accurate to the best of your knowledge, and that you understand the information provided in support of your complaint will be treated in confidence unless disclosure is necessary to progress the complaint.
- You understand, and accept, that the University may liaise with relevant third parties to verify the information and/or evidenced provided. You also agree to cooperate with any investigations. Where appropriate you will provide relevant documentation to substantiate my complaint.

Please submit this signed form and all accompanying documentary evidence, preferably electronically, and using your **RGU email account** (instead of a signature) to: [complaints@rgu.ac.uk](mailto:complaints@rgu.ac.uk)

Alternatively, send it to:

**Complaints  
Department for Governance and Academic Quality  
Robert Gordon University  
Central Services Building Level 4  
Garthdee Road  
ABERDEEN  
AB10 7FY**

**Phone: 01224 262195**

Please retain a copy.