



University of Gloucestershire Students' Union Structuring a Complaint

Sometimes a situation may arise where you feel that a department or staff member has not lived up to their responsibilities as laid out by the Student Charter. You may have tried to resolve this informally, at the local level, but the resolution reached does not satisfy the outcome that you were looking for or address the underlying issue.

In situations of this nature, it may be appropriate to submit a formal complaint.

The complaints form can be found at [Student Complaints Form - Knowledge Base \(glos.ac.uk\)](https://glos.ac.uk/student-complaints-form).

Ensure you fill in all relevant parts of the complaint form.

It is important to make your point whilst also keeping a professional tone. Think about how you may want to receive similar feedback.

How could I write a complaint:

It is important to lay out the complaint clearly and concisely.

- Introduction
 - o Start by introducing the issue you are making a complaint about
 - o On what grounds has this issue not met expectations according to the Student Charter, Disability Act 2010 etc.
- Main Body
 - o Outline when the issue started, is it ongoing
 - o Outline what your expectations of the University's responsibility were
 - o How has the issue not met expectations
 - o How has this affected you; emotionally, financially, physically, mentally etc.
 - o Has it been detrimental, dissatisfactory, disadvantaged
 - o What is the outcome and remedy that you are looking for
- Conclusion
 - o Conclude overall thoughts
 - o Conclude what resolution you want and why this will resolve the issue you have made a complaint on

What content could be included:

- Thorough evidence will assist your complaint
 - o Evidence from a professional body
 - o Screenshots
 - o Paperwork/notes
- Use a professional and factual tone
 - o Laying out the facts of the case, and how this affected you, could assist your complaint in reaching a resolution.
 - o Keep the complaint on topic and specific to the issue.

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The University has a complaint form that you will need to follow. The suggestions above are ideas of what you could use, but do not limit you to this. It is important to follow the sections laid out within the complaint form and use any ideas above to get you started in the most appropriate places.

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