



## Structuring a complaint

**Complaint:** a process that allows an individual to voice dissatisfaction or feedback around a specific issue to do with service provider.

Sometimes a situation may arise where you feel a department or staff member has not lived up to their responsibilities as laid out by the Student Charter.

The complaints process includes several stages:

- Informal complaint (concerns raised)
- Formal complaint
- Formal complaint review

When submitting a formal complaint, you will need to complete the formal complaints form. This form lays out a structure that will need to be followed.

There is a personal statement section which allows you to explain the issue you are raising. You can provide in this section any context, evidence and resolutions that you wish to be considered.

# Student Advice

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## Consider when writing your complaint:

- Laying out your case in a clear and concise format e.g. introduction, main body, conclusion.
- Outlining the issue related to the complaint, is it ongoing.
- Stating how this issue has not met expectations.
- Stating how the concern or issue has impacted you e.g. emotionally, financially, physically.
- Providing any relevant evidence to demonstrate the complaint concern.
  - Evidence from third parties e.g. medical notes
- Outlining the expectations of the universities responsibilities.
- Referring to any relevant processes or policies e.g. Student Charter, Disability Act 2010.
- Summarizing the resolution you are seeking.
- Consider the tone of your statement. Is it professional, clear and concise.

Once you have completed the form, you will need to submit it to **[appealsandcomplaints@glos.ac.uk](mailto:appealsandcomplaints@glos.ac.uk)**.