

Section 1: Personal Details					
Title: Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Other <input type="checkbox"/>					
First Name:					
Last Name:					
Address:					
Postcode:					
Home Phone:			Mobile Phone:		
Email address:					
Are you a:	Student <input type="checkbox"/>	Staff Member <input type="checkbox"/>	Third Party <input type="checkbox"/>	Other <input type="checkbox"/>	
If you are a student please provide your Student No.		GK			
Campus:	East End <input type="checkbox"/>	Easterhouse <input type="checkbox"/>	Springburn <input type="checkbox"/>	West End <input type="checkbox"/>	Learning Centre <input type="checkbox"/>

COMPLAINT FORM

Section 2: Complaint Details		
Complaint Category: <i>Please select a category from the following</i>	Admissions process <input type="checkbox"/>	Disciplinary process <input type="checkbox"/>
	A request for a service or for information which has not been actioned or answered <input type="checkbox"/>	Incorrect information about academic programmes or College services <input type="checkbox"/>
	The quality and availability of facilities and learning resources <input type="checkbox"/>	Accessibility of our buildings and services <input type="checkbox"/>
	Failure or refusal to provide a service <input type="checkbox"/>	Inadequate quality or standard of service, or an unreasonable delay in providing a service <input type="checkbox"/>
	Dissatisfaction with one of our policies or its impact on the individual <input type="checkbox"/>	Failure to properly apply law, procedure or guidance when delivering services <input type="checkbox"/>
	Failure to follow the appropriate administrative process <input type="checkbox"/>	Conduct, treatment by or attitude of a member of staff or contractor (except where there are arrangements in place for the contractor to handle the complaint themselves) <input type="checkbox"/>
	Disagreement with a decision (except where there is a statutory procedure for challenging that decision, or an established appeals process followed throughout the sector) <input type="checkbox"/>	
Complaint Detail / Evidence: <i>Please provide a detailed account of the circumstances surrounding your complaint supplying appropriate evidence, if available. Please ensure your complaint relates to the category selected above. You may use additional sheets if required. If limited details are provided, the Complaints Team may contact you for further information, before being able to action your complaint.</i>		

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Section 3: Resolution

Suggested Solution: <i>Please tell us the outcome you expect from raising this complaint.</i>	This section must be completed:
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Signature:		Date:
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**Please return this form to the Corporate Support and Administration Manager, East End Campus – complaints@glasgowkelvin.ac.uk
Forms arriving into the Administration Department should be re-directed to the Corporate Support and Administration Manager**