

THE GLASGOW SCHOOL OF ART

Complaint Form

Please complete and return the form below to complaints@gsa.ac.uk. All applicable sections should be completed.

Information for all complainants

If you have a complaint about a matter which is the responsibility of GSA and you have not been able to resolve it by raising the issue directly with the appropriate person or department, please complete the form below to enable us to investigate the matter. Before doing so, please read the guidance on the website. If you have relevant documentary evidence to support your complaint, it should be submitted with this form. Evidence submitted should be as concise as possible and relevant to the complaint.

Information for GSA students

An appeal about an academic decision on assessment or admission is not a complaint. There are separate mechanisms to deal with these issues.

Anonymous complaints

If you wish to submit your complaint anonymously, please enter *anonymous* in the fields for First and Last Name below. We will consider anonymous complaints where there is enough information in the complaint to enable us to make further enquiries – please be aware, however, that the investigation of anonymous complaints may be limited.

Confidentiality

GSA treats all complaints in a confidential and sensitive manner. It is sometimes necessary, however, to reveal details of a complainant (including their personal data) to the subject of a complaint, and to other relevant parties. The identity of complainants will be kept confidential only where it does not hinder or frustrate investigation. To ensure the effective resolution of issues raised, any actions or recommendations resulting from a complaint will also be shared with those members of staff responsible for taking them forward. Every effort will be made to ensure confidentiality throughout the process.

First Name	
Last Name	
Programme & Year of Study (if applicable) (e.g. BA (Hons) Painting & Printmaking, Year 3)	
Student Number (if applicable)	

Postal Address	
Preferred email address	
Date of incident	Location
Please provide details of the key points of your complaint below	
Please provide details of action you have taken to have your complaint resolved informally	
Please provide details of the issues you consider to be unresolved	

Please explain how you would like your complaint to be resolved