

# THE GLASGOW SCHOOL OF ART

## Stage One Resolution Form

This form is to register all complaints completed at Stage One.

Please complete and return it to [complaints@gsa.ac.uk](mailto:complaints@gsa.ac.uk).

**Please note:** all fields must be completed.

<b>Name of complainant:</b>	<b>Type of complainant (e.g. student, member of the public):</b>
<b>Date of receipt of complaint:</b>	<b>Email address of complainant:</b>
<b>School/Department to which complaint relates:</b>	
<b>Name of investigator:</b>	<b>Position of investigator:</b>
<b>Summary of complaint:</b>	
<b>Action taken and outcome:</b>	

<b>Was the complaint (please select one option only):</b>	
<b>Resolved</b> (i.e. you agreed a satisfactory outcome with the complainant)	
<b>Upheld</b> (i.e. you consider that GSA was at fault)	
<b>Partially Upheld</b> (i.e. you consider that GSA was partially at fault)	
<b>Not Upheld</b> (i.e. you do not consider that GSA was at fault)	
<b>Date on which outcome was communicated to the complainant:</b>	