

Complaint Form

When to use this form

If you have raised a concern informally but remain dissatisfied with the outcome, you can use this form to lodge a formal complaint (Stage 2).

If you have already had a response to a formal complaint and wish your case to be referred to a Complaints Review Panel, you do not need to fill this form in again: please refer to the Student Concern and Complaint Policy or alternatively contact Student.Complaints@gsmlondon.ac.uk

About you	
Name (in full):	
Student Number:	
Programme:	Semester of current study:
Address at which you can be contacted about your complaint:	
Please let us know if your address changes while your complaint is ongoing.	
Please indicate any periods when we will be unable to contact you about your complaint: e.g. holidays:	
Telephone number:	
Email:	
Mediation Service	
Would you consider using the Mediation service as alternative route of resolution?	

Yes No

What would you like to gain from the Mediation service if used?

About your complaint

Which factors do you believe are the cause of your complaint? *Please tick*

- | | |
|----------------------------------------------------------------|----------------------------------------------------|
| <input type="checkbox"/> People (Communication or Performance) | <input type="checkbox"/> Process and/or Procedures |
| <input type="checkbox"/> Equipment (Faulty or Not Available) | <input type="checkbox"/> Policy and/or Regulation |
| <input type="checkbox"/> Misunderstandings or Confusion | <input type="checkbox"/> Other |

What is the nature of your complaint?

What action have you taken already to resolve your complaint? What response have you received?

What is it about this response that is not satisfactory?

What outcome do you wish your formal complaint to achieve?

Provide any other information about your case that might be important, including the list of people who are known to have relevant information. Please attach the evidence you have to support your case and any documents you are relying on. Continue on a separate sheet if necessary.

- I have read and understood the College Student Concern and Complaints Policy.
- All the information provided on this form, including, any additional documentary evidence I have provided, is an accurate and true reflection of the situation that lead to the complaint outlined above.
- I am aware that, regardless of the outcome of Stage One of this complaint, this paperwork will be held in accordance with the College Data Protection Policy.

Signed:
Date:
Send this form to: Office of Student Complaints, Appeals and Regulations GSM London Meridian House Royal Hill Greenwich London SE10 8RD Email: student.complaints@gsmlondon.ac.uk