INTERNATIONAL COLLEGE

ROBERT GORDON UNIVERSITY ABERDEEN

COMPLAINT FORM

Purpose of the Student Complaint Form

- Before completing this form, please refer to the *Complaints Handling Procedure* accessible at: https://icrgu.navitas.com/about/policies/ and complete all sections of the form as fully as possible.
- It is not necessary to complete a form for an initial frontline complaint, but it is preferred.
- This form is to be completed for raising or escalating a complaint for Stage 2 Investigation.

Getting help to make your complaint

- You may seek advice from: College Services, complaints@ic.rgu.ac.uk.
- We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you provide written consent for them to complain for you.

The contents of the *Complaint Form* will normally be shared with the relevant individual or department. In the event you have concerns about the sharing of this information please tick this box so we can contact you to discuss and any impact for progressing the complaint. ☐

Applicants/Students: In the event your complaint relates to a decision of Admissions or an Assessment Board then you should use either the *Admissions Applicant Appeal* or Student Appeal Form *Academic Appeal* both of which are available at: https://icrgu.navitas.com/about/policies/

Surname/Family Name:			
Forename(s):		Title	
Postal Address:			
Telephone Number(s):			
Email Address:			
If Applicable -			
ICRGU Enrolment Number:			
Course:			
Preferred Contact Method:	*We will use email as the primary method of contact unless you let us know otherwise*		

COMPLAINT DETAILS

Please tick the relevant box(es) below to indicate the category of complaint. You can select more than one.			
i. Quality and standard of service		ii. Failure to provide a service	
iii. Quality of facilities or learning resources		iv. Treatment by or attitude of a staff member, student or contractor	
v. Inappropriate behaviour by a staff member, student or contractor		vi. Failure of the college to follow an appropriate administrative process	
vii. Dissatisfaction with the college's policy, although it is recognised that policy is set at the discretion of the college.		viii. Other	

Please provide details of the nature of the complaint and relevant dates.

How has your complaint been dealt with so far? Please explain as fully as possible what steps you have taken, together with dates, to resolve your concern/complaint in accordance with Stage 1 – Frontline Resolution of the Complaints Handling Procedure, the details of the response(s) received and who provided the response.

Why are you dissatisfied with this response?
Please explain here why you are dissatisfied with the response you have received.

Please let us know the remedy you are seeking.
Please indicate the remedy/outcome you are seeking.

Can you provide any other relevant information and/or evidence to submit in support of your complaint?

Please list any documentary evidence you are submitting with this form.
1. 2. 3. 4.

Signature (an email is acceptable in lieu of signature):	Date:

- By submitting this form you are declaring the above information to be accurate to the best of your knowledge, and that you understand the information provided in support of your complaint will be treated in confidence unless disclosure is necessary.
- You understand, and accept, that the college may liaise with relevant third parties to verify the information and/or evidenced provided. You also agree to cooperate with any investigations. Where appropriate you will provide relevant documentation to substantiate my complaint.

Please submit this signed form and all accompanying documentary evidence, preferably electronically to **complaints@ic.rgu.ac.uk.** Preferably students will use their ICRGU email account. Where relevant, written authorisation to provide permission for a representative, friend, relative, or an advocate must also be included.

Alternatively, send it to:
College Complaints Team
International College Robert Gordon University
Garthdee Road
ABERDEEN
AB10 7QE

Please retain a copy.