COMPLAINT FORM – STAGE 2 INVESTIGATION

This form is to be completed for raising a formal complaint under *Stage 2 Investigation* of the University's *Complaints Handling Procedure* or for raising a complaint which is outwith the normal six month timescale for raising a complaint.

Before completing this form, you are advised to refer to the *Complaints Handling Procedure* which is accessible at: www.rgu.ac.uk/complaints-procedure. You are also advised to complete all sections of the form as fully as possible.

**Getting help to make your complaint**
You may seek advice from: Dr Duncan Cockburn, Director of Planning and Policy, Robert Gordon University, Garthdee House, Garthdee Road, Aberdeen, AB10 7QB Phone: 01224 262194 Email: duncan.cockburn@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 have given them your written consent to complain for you.

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<tr>
<th>1. Surname/Family Name</th>
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<tbody>
<tr>
<td>Title</td>
<td>Forename(s)</td>
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<tr>
<td>Address</td>
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<tr>
<td>Telephone Number(s)</td>
<td></td>
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<tr>
<td>Email Address(es)</td>
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1. Complainant Details

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<th>2. Complaint Details</th>
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Please tick the relevant box(es) below to indicate the category of complaint.

| (i) Quality and standard of service | (v) Inappropriate behaviour by a staff member, student or contractor |
| (ii) Failure to provide a service | (vi) Failure of the University to follow an appropriate administrative process |
| (iii) Quality of facilities or learning resources | (vii) Dissatisfaction with the University's policy, although it is recognised that policy is set at the discretion of the University |
| (iv) Treatment by or attitude of a staff member, student or contractor | (viii) Other |
Please provide details of the nature of the complaint and relevant dates

3. 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]
4. Why you are dissatisfied with this response

[Please explain here why you are dissatisfied with the response you have received]

5. The remedy you are seeking

[Please indicate the remedy/outcome you are seeking]

6. Any other relevant information and/or evidence you would like to submit in support of your complaint
7. Please list any documentary evidence you are submitting with this form

a) 
b) 
c) 
d) 

7. Signature

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<th>[By signing 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 to progress the complaint. I understand, and accept, that the University may liaise with relevant third parties to verify the information and/or evidenced provided. I also agree to cooperate with any investigations. Where appropriate I will provide relevant documentation to substantiate my complaint.]</th>
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Please submit this signed form and all accompanying documentary evidence to:

**Dr Duncan Cockburn**  
**Director of Planning and Policy**  
**Robert Gordon University**  
**Garthdee House,**  
**Garthdee Road,**  
**Aberdeen**  
**AB10 7QB**  

**Phone: 01224 262194**  
**Email: duncan.cockburn@rgu.ac.uk**  

Please retain a copy.

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INTERNAL USE ONLY

Date of Lodgement

Lodged with <>

Name of Complaint Investigator assigned case