1. General Information

Introduction

This section covers general information about how to make contact with the institution. It includes information about how to complain about the institution, and how to serve formal documents on it. It is aimed at providing very general information for the public. More detailed information will be provided in other groups.

Class Name	Class Definition	Examples/Comments	Format of Information	Fee	Withheld Information
Name and address	The name of the institution, and the address of its principal office		Available on website.	Free	
Principal officers	Names of the principal officers of the institution	Principal, Vice Principals, Executive Director, Directors of Human Resources, Finance and Information Technology Services	Available on website.	Free	
Contact information	Information on how to contact the institution	Information on initial point of contact covering areas likely to be of interest to enquirers e.g. admissions.	Available on website.	Free	
Location	Information on the institution's Principal and main locations, including campus maps		Available on website.	Free	
Opening hours	Opening hours of the institution's Principal's office		Available on website.	Free	
Academic year dates	Information on the dates of the institution's academic years	Dates for the current academic year as well as future academic years, as far as known.	Available on website.	Free	
Holidays	Dates of closure of the institution		Available on website.	Free	

Class Name	Class Definition	Examples/Comments	Format of Information	Fee	Withheld Information
Complaints	Procedures on how to complain about the institution	Details will very probably vary according to the nature of the complaint/complainant. Examples Include: • Academic Regulations • Student Complaints Procedure • Disciplinary and Capability Policy • Academic and Non-Academic Appeals	Available on website.	Free	
Document serving	Arrangements for serving official documents on the institution			Free	
Freedom of Information contact	Central contact point for Freedom of Information inquiries		Available on website.	Free	
Publication scheme	Mr Keith G. Fraser Records Manager The Robert Gordon University St Andrews Street Aberdeen AB25 1HG E-mail: foi@rgu.ac.uk		Available on website.	Free	