

## 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	Web link to Information / Format of Information	Fee	Withheld Information
Name and address	The name of the institution, and the address of its principal office		<a href="http://www.rgu.ac.uk/contact/find-us">http://www.rgu.ac.uk/contact/find-us</a>	Free	
Principal officers	Names of the principal officers of the institution	Principal, Deputy Vice Principal, Vice Principals, Executive Directors et al	<a href="http://www.rgu.ac.uk/about/senior-management">http://www.rgu.ac.uk/about/senior-management</a>	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.	<a href="http://www.rgu.ac.uk/contact/find-us">http://www.rgu.ac.uk/contact/find-us</a>	Free	
Location	Information on the institution's Principal and main locations, including campus maps		<a href="http://www.rgu.ac.uk/contact/find-us">http://www.rgu.ac.uk/contact/find-us</a>	Free	
Opening hours	Opening hours of the Principal's office		<a href="http://www.rgu.ac.uk/about">http://www.rgu.ac.uk/about</a>	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.	<a href="http://www.rgu.ac.uk/areas-of-study/academic-calendar">http://www.rgu.ac.uk/areas-of-study/academic-calendar</a>	Free	
Holidays	Dates of closure of the institution		<a href="http://www.rgu.ac.uk/areas-of-study/academic-calendar">http://www.rgu.ac.uk/areas-of-study/academic-calendar</a>	Free	

Class Name	Class Definition	Examples/Comments	Web link to Information / Format of Information	Fee	Withheld Information
Complaints	Procedures on how to complain about the institution	<p>There is a new complaints procedure which replaces the previous student complaints procedure.</p> <p>Other relevant information might include:</p> <ul style="list-style-type: none"> <li>Academic Regulations in relation to appeals</li> </ul>	<p><a href="http://www.rgu.ac.uk/complaints">www.rgu.ac.uk/complaints</a></p> <p><a href="http://www.rgu.ac.uk/about/governance/policies-and-legal/complaints-and-comments">www.rgu.ac.uk/about/governance/policies-and-legal/complaints-and-comments</a></p>	-	
Document serving	Arrangements for serving official documents on the institution	Official documents should be submitted to, the Principal, The Robert Gordon University, Garthdee House, Garthdee Road, Aberdeen, AB10 7QB	<a href="http://www.rgu.ac.uk/contact/find-us">http://www.rgu.ac.uk/contact/find-us</a>	Free	
Freedom of Information contact	Central contact point for Freedom of Information inquiries		<a href="http://www.rgu.ac.uk/footer/freedom-of-information">http://www.rgu.ac.uk/footer/freedom-of-information</a>	Free	
Publication scheme	University Records Manager The Robert Gordon University Schoolhill, Aberdeen, AB10 1FR E-mail: <a href="mailto:foi@rgu.ac.uk">foi@rgu.ac.uk</a>		<a href="http://www.rgu.ac.uk/footer/freedom-of-information">http://www.rgu.ac.uk/footer/freedom-of-information</a>	Free	