

# Submitting a Complaint

## How to submit a complaint

If you want to submit a complaint about your course or the standard of your University Accommodation, please follow the steps below.

## What can I complain about?

You can complain about the quality of education or the level of service that you have received. One example of unsatisfactory service could be the quality of your university accommodation.

## Who can complain?

Any current, interrupted or withdrawn student can complain. You can still complain if you are a recent graduate. Partner College students should initially use the college's complaint's procedure.

## When can I complain?

Any informal complaint can be made within 20 working days of the initial cause. Formal complaints must take place within three calendar months.

## How should I complain?

You must try and sort the issue out informally first. If you cannot come to any resolution, then you can formalise the complaint.

## Who do I complain to?

Talk first to your Personal Tutor or Programme Leader. If you have no success, then escalate to the Head of Department and then the Director of Student Experience.

## Formal complaint procedure

You will need to fill in a complaint form if your issue is still not resolved, please see [docs.gre.ac.uk/rep/sas/student-complaints-procedure](https://docs.gre.ac.uk/rep/sas/student-complaints-procedure)

## Can I get help with this?

Yes. We strongly advise that you contact the GSU Advice Team [greenwichsu.co.uk/advice/triageform](https://greenwichsu.co.uk/advice/triageform) and speak to an Adviser who can advise on the merits of any complaint and what you need to do.