## Formal Complaint

To submit a formal complaint, please complete all sections and send the form to *Chief Executive, Greenwich Students’ Union, Dreadnought building, 30 Park Row, Greenwich, SE10 9LS*, or hand in an addressed copy at any Greenwich Students’ Union (GSU) reception or email [j.schless@gre.ac.uk](mailto:j.schless@gre.ac.uk).

Please note that complaints about the Chief Executive or an elected officer, other Trustee or other elected representative of the Union (except the President), the complaint should be addressed to the President ([supresident@gre.ac.uk](mailto:supresident@gre.ac.uk)).

|  |  |
| --- | --- |
| Date formal complaint form submitted (must be within 15 working days of the incident) |  |

If this date is more than 15 working days after the date of the incident please provide details of any mitigating circumstances which caused the late submission of this form:

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| --- | --- |
| Name |  |
| Address |  |
| Email |  |
| Phone |  |
| Student number |  |
| Date of incident |  |

Please describe your complaint as fully and clearly as you can (continue on additional sheet if necessary and attach any relevant evidence to this form):

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Have you raised this complaint informally with any member of staff or the ‘your comments’ system? (highlight the one applicable) YES / NO

If yes, please provide details of the informal complaint including:

|  |  |
| --- | --- |
| The member of staff who dealt with your complaint |  |
| The date the informal complaint was submitted |  |
| The outcome of the informal complaint |  |

**What happens next?**

Your formal complaint will be investigated, evidence gathered and those involved may be asked to provide evidence, although no formal hearings will be held.

You will receive a written response with 15 working days, which will cover all the findings of the investigation, any mitigating circumstances and any appropriate further action.