

GSA COMPLAINT FORM

If you have a complaint about a matter which is the responsibility of the Glasgow School of Art (GSA) and you have not been able to resolve it by raising the issue directly with the appropriate person or department, please complete this form to enable us to investigate the matter. Before doing so, please read the guidance on the website.

Please complete all sections of this form and attach any relevant evidence. Email both the form and evidence to complaints@gsa.ac.uk.

1. PERSONAL DETAILS

First Name	
Surname	
Email Address	
Telephone number	
If applicable:	
Programme of Study	
Matriculation number	

2. YOUR COMPLAINT

Please provide a summary of your complaint below:

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3. FURTHER INFORMATION

Please complete the relevant sections below:

Action(s) taken to resolve the complaint informally	
Desired Resolution	
Date of Incident (if applicable)	
Location (if applicable)	
Unresolved Issues (if applicable)	

4. SUPPORTING DOCUMENTATION

Evidence submitted should be as concise as possible and relevant to the complaint.

I confirm that I have provided all relevant documentary evidence in support of the complaint. ☐

Important Information

If you wish to submit your complaint anonymously, please enter anonymous in the fields for First and Surname. GSA will consider anonymous complaints where there is enough information in the complaint to enable us to make further enquiries – please be aware, however, that the investigation of anonymous complaints may be limited.

GSA treats all complaints in a confidential and sensitive manner. It is sometimes necessary, however, to reveal details of a complainant (including their personal data) to the subject of a complaint and to other relevant parties. The identity of complainants will be kept confidential only where it does not hinder or frustrate investigation. To ensure the effective resolution of issues raised, any actions or recommendations resulting from a complaint will also be shared with those members of staff responsible for taking them forward. Every effort will be made to ensure confidentiality throughout the process.