



## Strathclyde Students' Union Complaints Form

### Information for all complainants

If you have a complaint about a matter which is the responsibility of Strath Union and you have not been able to resolve it by raising the issue directly with the appropriate person or team, please complete the form below to enable us to investigate your complaint. Before doing so, please read the Complaints Procedure. Please also refer to our [Data Protection Information](#) for information on how we handle your data.

If you have relevant documentary evidence to support your complaint, please submit it with this form. Evidence which is deemed not to be relevant to your complaint may not be considered. Please tick the box at the end of this form to confirm your complaint and evidence submission is complete.

Completed forms and evidence should be submitted by email as detailed below:

### For complaints regarding:

Executive Officers or Heads of Department (as named below) or the Union	<a href="mailto:emma.barclay@strath.ac.uk">emma.barclay@strath.ac.uk</a>
Chief Executive Officer	<a href="mailto:strathunion.president@strath.ac.uk">strathunion.president@strath.ac.uk</a>
Bar and Events	<a href="mailto:phil.reavey@strath.ac.uk">phil.reavey@strath.ac.uk</a>
Food and Hospitality	
Marketing and Communications	<a href="mailto:karen.rae@strath.ac.uk">karen.rae@strath.ac.uk</a>
Facilities and Finance	<a href="mailto:emma.barclay@strath.ac.uk">emma.barclay@strath.ac.uk</a>
Student Engagement	<a href="mailto:leo.howes@strath.ac.uk">leo.howes@strath.ac.uk</a>

Name	
Correspondence Address	
Email	
Phone Number	
Student Number (for students only)	



Please briefly outline your complaint clearly and concisely:

Please describe any measures you have taken to date to resolve your complaint:



How would you like your complaint to be resolved?

If you are submitting a complaint more than 6 months following the last related incident, please provide a brief explanation for the delay:

Do you wish to submit any supporting documentation for consideration? Yes  No

If 'yes', please tick here to confirm that what you have submitted is complete:

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Where you have submitted information or evidence that concerns or details any 'special category' personal data (see below for definition) we require your consent to process this. We will only share your data as necessary for the investigation of your complaint and only with those who need to know as part of the investigation. Please sign below to confirm your consent.

**I consent to my special category personal data being processed in order to effectively investigate my complaint:**

**Signature:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Special category personal data includes:

- Racial or ethnic origin
- Political opinions
- Religious or philosophical beliefs
- Trade Union membership
- Genetic data or biometric data (for the purpose of uniquely identifying a natural person)
- Health data (mental or physical)
- Sex life or sexual orientation