



# Formal Complaints Guide for Students

This guide details how to use the Formal Complaints area on the Digital Students. If you do not have access to the Digital Student Centre (e.g. you are an alumni or withdrawn student), please refer to our [Student Complaints webpage](#).

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## Create a new Formal Complaint

1. Log into the [Digital Student Centre](#) by clicking **Sign in** in the top toolbar



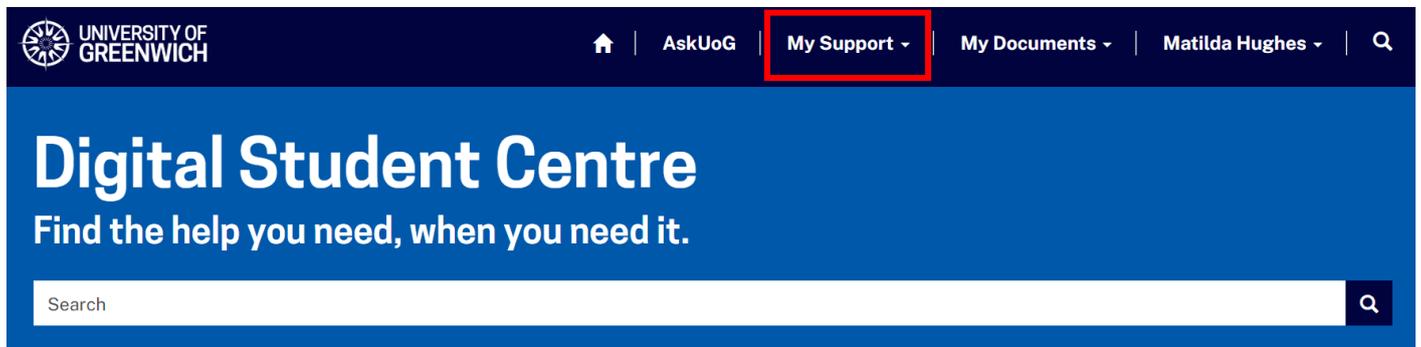
The screenshot shows the top navigation bar of the Digital Student Centre. On the left is the University of Greenwich logo. On the right, there are icons for home, AskUoG, and 'Sign in' (which is highlighted with a red box), and a search icon. Below the navigation bar is a blue header with the text 'Digital Student Centre' and 'Find the help you need, when you need it.' Below this is a search bar with the placeholder text 'Search' and a search icon on the right.

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Your login details are the same as your Portal login details.

2. Click **My Support** in the top toolbar

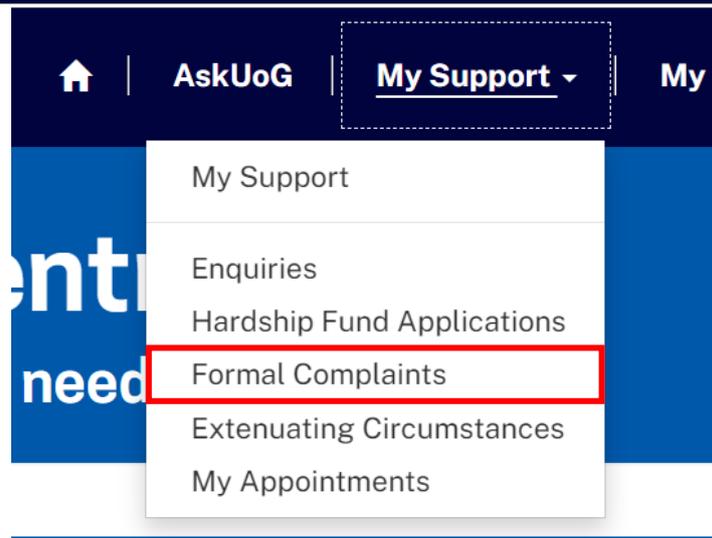


The screenshot shows the top navigation bar of the Digital Student Centre. On the left is the University of Greenwich logo. On the right, there are icons for home, AskUoG, 'My Support' (which is highlighted with a red box), 'My Documents', 'Matilda Hughes', and a search icon. Below the navigation bar is a blue header with the text 'Digital Student Centre' and 'Find the help you need, when you need it.' Below this is a search bar with the placeholder text 'Search' and a search icon on the right.

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3. Select **Formal Complaints**



This opens the Formal Complaints overview page. Ensure you have read the current academic year’s guidance and that you have attempted to resolve your complaint locally before proceeding. Links to relevant guidance are found in the overview help text.



Home > My Support > Formal Complaints

# Formal Complaints

At the University of Greenwich, while we strive for everything to run smoothly, we understand that issues may arise. If any part of your university experience is unsatisfactory, we hope you will be able to resolve this locally by discussing it with a staff member from the area where the issue arose. Guidance can be found on our [Student Complaints webpage](#). If you have tried to resolve your complaint locally and you wish for this to be investigated formally, please complete the following form. Prior to completing the form, you must read the [Student Complaints Procedure](#).

## 4. Click Request New

Guidance can be found on our [Student Complaints webpage](#). If you have tried to resolve your complaint locally and you wish for this to be investigated formally, please complete the following form. Prior to completing the form, you must read the [Student Complaints Procedure](#).

☰ Active Formal Complaints ▾



Number	Status	Investigation Status	Decision Stage 1	Decision Stage 2	Created On
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5. Enter your answers to each question on the form. You do not need to provide your name or student ID number as they are automatically linked to your complaint.



# Formal Complaint

The information provided in this form will go directly to the Academic Registry team. Your information is treated as sensitive and private in accordance with our [confidentiality](#) and [data protection policies](#).

Details

Evidence

**Full Name \***

Matilda Hughes

**a. Is this a group complaint?**

If you are complaining on behalf of a group, select **Yes** from the drop-down menu

**i. Please provide names of other students**

Write the full names of the other students in your group. You must provide written consent from each student to include them.

**b. Please summarise the key points of your complaint in no more than 500 words. Your complaint must be summarised here even if you are uploading supporting documents**

Summarise your complaint concisely, focusing on the key points. The details of your complaint will be added in the following text boxes and can be supplemented by documents uploaded at the evidence stage.

**c. Please select the applicable category/categories from the list below**

Click the arrow button to select the most relevant category or categories for your complaint. If you select the wrong category, remove it by clicking the X button next to the category title.

Certificates/Transcript 

**d. What is your desired outcome?**

Write what you want the resolution of your formal complaint to be.



- e. **Who did you approach to resolve your complaint informally? Please give details of dates, names, and the outcome of any discussions**

Write the name(s) of anyone you contacted to attempt to resolve your complaint locally. Include the date(s) you contacted them and what happened as a result of the contact.

- f. **What actions were taken to resolve the complaint informally?**

Explain what has been done by you/someone on your behalf to resolve your complaint at a local level.

- g. **Who else did you discuss your complaint with? Please give details of dates, names, and the outcome of any discussions**

Write the name(s) of anyone else you spoke to regarding your complaint. Include the date(s) you contacted them and what happened as a result of the contact.

- h. **Why are you dissatisfied with the outcome of the informal resolution?**

Explain why the informal resolution to your complaint is not sufficient and why you are proceeding with a formal complaint.

6. Click **Next**

Why are you dissatisfied with the outcome of the informal resolution?



Your formal complaint will be saved as a draft. You can return to update drafts from your Formal Complaints overview page after this step.

7. Read the declaration carefully and click the tick box to agree



Details ✓

Evidence

## Evidence

 I declare that the information given in this Formal Complaints Form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it. I also declare that I have read the Student Complaints Procedure. I also acknowledge that, in accordance with the University's confidentiality and data protection policies, this form will be held on file by the Director of Student & Academic Services \*

### 8. Click **Choose Files** to upload your evidence

Large files link

Please upload any evidence to support your complaint here. If uploading multiple files, hold the Ctrl button to select several files. If you are uploading any files bigger than 10MB, please upload them to a storage drive and provide the link above.

No file chosen

If you are on a laptop or computer, hold the Ctrl key while selecting files to select multiple. If you are on a phone or tablet, tap and hold to select multiple files.

### 9. For any evidence larger than 10MB, upload them to an online storage drive and paste the link into the **Large files link**

Large files link

Please upload any evidence to support your complaint here. If uploading multiple files, hold the Ctrl button to select several files. If you are uploading any files bigger than 10MB, please upload them to a storage drive and provide the link above.

No file chosen

You must ensure that any large files links you provide can be accessed by the Complaints team. This may mean you need to grant access using the settings in the online storage provider (such as Google Drive, Dropbox, etc.).

### 10. Click **Submit**



Choose Files No file chosen

Previous

Submit

You will receive an acknowledgement email to your University of Greenwich email address. Monitor your email for any updates or requests for further information.



## Update a Formal Complaint draft

Formal complaints are saved as drafts once you reach the Evidence page. You can return and update formal complaints when they are in the draft stage.

1. Log into the [Digital Student Centre](#) by clicking **Sign in** in the top toolbar

The screenshot shows the top navigation bar of the Digital Student Centre. On the left is the University of Greenwich logo. In the center, there are links for 'Home', 'AskUoG', and 'Sign in'. The 'Sign in' link is highlighted with a red box. On the right is a search icon. Below the navigation bar is a large blue header with the text 'Digital Student Centre' and 'Find the help you need, when you need it.' Below this is a search bar with the placeholder text 'Search' and a search icon on the right.

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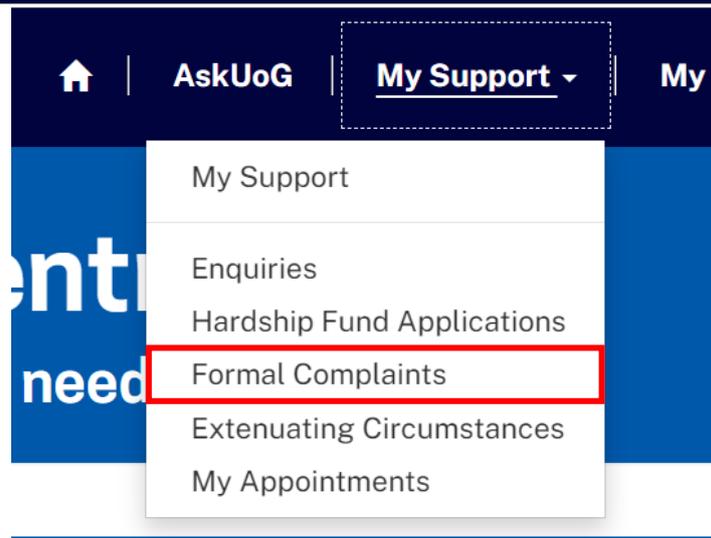
1. Click **My Support** in the top toolbar

The screenshot shows the top navigation bar of the Digital Student Centre. On the left is the University of Greenwich logo. In the center, there are links for 'Home', 'AskUoG', 'My Support', 'My Documents', and 'Matilda Hughes'. The 'My Support' link is highlighted with a red box and has a dropdown arrow. On the right is a search icon. Below the navigation bar is a large blue header with the text 'Digital Student Centre' and 'Find the help you need, when you need it.' Below this is a search bar with the placeholder text 'Search' and a search icon on the right.

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2. Select **Formal Complaints**



- 3. In the Formal Complaints overview page, find a complaint with the Status **Draft**

## Formal Complaints

At the University of Greenwich, while we strive for everything to run smoothly, we understand that issues may arise. If any part of your university experience is unsatisfactory, we hope you will be able to resolve this locally by discussing it with a staff member from the area where the issue arose. Guidance can be found on our [Student Complaints webpage](#). If you have tried to resolve your complaint locally and you wish for this to be investigated formally, please complete the following form. Prior to completing the form, you must read the [Student Complaints Procedure](#).

☰ Active Formal Complaints ▾

Request New

Number	Status	Investigation Status	Decision Stage 1	Decision Stage 2	Created On	
SLM-FCM-00001093	Draft				07 Nov 2024 4:49 PM	⌵

- 4. Click the arrow button next to the draft

- 5. Select **Update**

Number	Status	Investigation Status	Decision Stage 1	Decision Stage 2	Created On	
SLM-FCM-00001093	Draft				07 Nov 2024 4:49 PM	⌵
SLM-FCM-00001094	Submitted				07 Nov 2024 4:49 PM	Update



6. Continue with your complaint – click the **Previous** button to return to the first page of the form or agree to the terms, upload your evidence, and **Submit**

Details ✓

Evidence

## Evidence

- I declare that the information given in this Formal Complaints Form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it. I also declare that I have read the Student Complaints Procedure. I also acknowledge that, in accordance with the University's confidentiality and data protection policies, this form will be held on file by the Director of Student & Academic Services \*

Large files link

Please upload any evidence to support your complaint here. If uploading multiple files, hold the Ctrl button to select several files. If you are uploading any files bigger than 10MB, please upload them to a storage drive and provide the link above.

No file chosen



## Request a review

If you are unsatisfied with the Stage 1 outcome of your Formal Complaint, you can request a review through the Digital Student Centre. You must have a logged decision to request a review.

1. Log into the [Digital Student Centre](#) by clicking **Sign in** in the top toolbar

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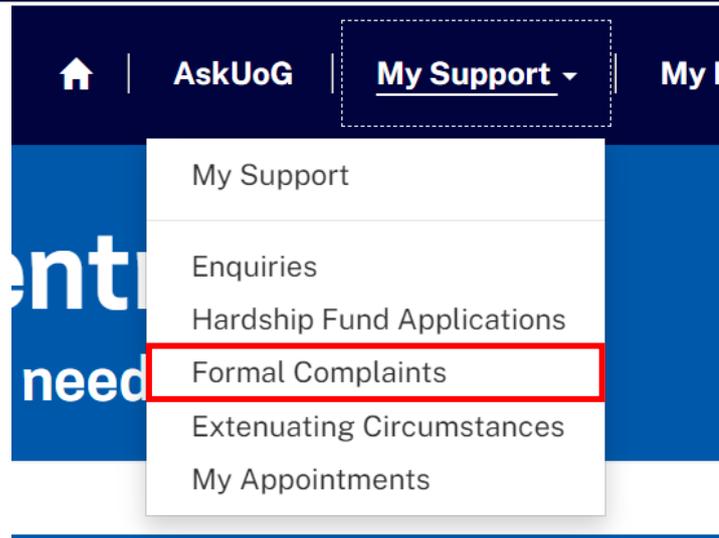
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3. Select **Formal Complaints**



4. In the Formal Complaints overview page, find a complaint with the Status **Decision Made**

Home > My Support > Formal Complaints

# Formal Complaints

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☰ Active Formal Complaints ▾

Request New

Number	Status	Investigation Status	Decision Stage 1	Decision Stage 2	Created On
SLM-FCM-00001042	Decision Made	Completed	Not Upheld		04 Nov 2024 2:47 PM

5. Click the arrow button next to the complaint

6. Select **Request Review**

Number	Status	Investigation Status	Decision Stage 1	Decision Stage 2	Created On
SLM-FCM-00001042	Decision Made	Completed	Not Upheld		04 Nov 2024 2:47 PM
SLM-FCM-00001046	Decision Made	Ongoing	Partially Upheld		05 Nov 2024



7. Enter your answers to each question on the form. You do not need to provide your name or student ID number as they are automatically linked to your complaint.

## Formal Complaint

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Full Name \*

Jane Doe

- a. **Please indicate the ground(s) under which you wish to seek a review of the Stage 1 decision**

Select the most relevant option(s) from the drop-down list. If you select the wrong option, remove it by clicking the X button next to the option title.

The decision is unreasonable given the facts of the case

- b. **Please advise what evidence you now have, and detail why it was not available at the time you submitted the claim (If applicable)**

If you chose the option “There is new evidence that would have significantly affected the outcome and could not reasonably have been made available when the complaint was made”, you must answer this question. Explain the evidence you now have and why you could not provide it when you originally submitted your complaint.

- c. **Please advise what was not considered (If applicable)**

If you chose the option “There is evidence that not all of the relevant information was considered at Stage 1”, you must answer this question. Explain what information, provided in Stage 1, you feel was not considered to reach the outcome you received.

- d. **Please use the space below to explain why you are seeking a review of the Stage 1 decision**



Write out the reason you are unsatisfied with the decision you received and why you are requesting the review.

e. **What is your desired outcome?**

Write what you want the resolution of your complaint to be.

8. Read the declaration carefully and click the tick box to agree

I declare that the information given in this Formal Complaints Form is a true statement of the facts and that I would be willing, if required, to answer further questions related to it. I also declare that I have read the Student Complaints Procedure. I also acknowledge that, in accordance with the University's confidentiality and data protection policies, this form will be held on file by the Director of Student & Academic Services.\*

11. Click **Choose Files** to upload your evidence

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No file chosen

You must ensure that any large files links you provide can be accessed by the Complaints team. This may mean you need to grant access using the settings in the online storage provider (such as Google Drive, Dropbox, etc.).

13. Click **Submit**



Choose Files No file chosen

Submit