

### GBS Stage 2 Formal Complaint Form

*You need to complete this form to lodge a Stage 2 formal complaint. You should only make a Stage 2 formal complaint after you have tried to resolve the issue or issues that have caused you concern by informal means. You should submit the completed Stage 2 Formal Complaint Form to [studentcasework@globalbanking.ac.uk](mailto:studentcasework@globalbanking.ac.uk). You will receive an acknowledgement following the submission of this form within five working days.*

*Please ensure that you complete every part of this form. Normally, you should expect to receive a formal response to your complaint within fifteen working days of submitting the completed Stage 2 Formal Complaint Form.*

*If you have any questions or queries, please contact the Dean of students in the first instance.*

YOUR DETAILS:			
<b>Full Name:</b>		<b>Student ID:</b>	
<b>Course of study:</b>		<b>Address:</b>	
<b>Tel:</b>		<b>Email:</b>	

FOR OFFICE USE ONLY			
INVESTIGATOR DETAILS:			
<b>Name:</b>		<b>Position:</b>	
<b>Date:</b>		<b>Time:</b>	
<b>Tel:</b>		<b>Email:</b>	
<b>Type of Complaint:</b>			

NATURE OF COMPLAINT
<i>Please state clearly...</i>

*Please give further details about your complaint together with any evidence and/or facts that support your complaint...*

*Please indicate how you think the issues that you have raised in your complaint could be resolved to your satisfaction...*

*Please describe how you have tried to resolve your complaint by informal means...*

**FOR OFFICE USE ONLY**

**INVESTIGATION INFORMATION & OUTCOME ACTIONS:**

***Details of Investigation:***

**Procedure(s) Revised due to Complaint:**

**DETAILS OF ACTIONS TAKEN AND INVESTIGATION OUTCOMES:**

**HAVE THE MITIGATING ACTIONS PREVENTED THE COMPLAINT FROM OCCURRING AGAIN?**

*(Describe)*

**STUDENT DECLARATION**

*Data Protection Act 2018- By signing this form you are also agreeing to the following: Global Banking School will process the information provided by you and your personal data for the purposes of investigating and resolving your complaint and monitoring and evaluating the effectiveness of the student complaints procedure. If you do not give your consent by signing this form Global Banking School will not be able to progress your complaint.*

***Please ensure that you complete each section of this form. When completed please sign and date, then submit to the Dean of Students at Global Banking School.***

*I confirm that the information given on this form and in supporting documents is true to the best of my knowledge and belief. I agree that my complaint may be disclosed to relevant members of Global Banking School to the extent necessary for its consideration.*

*I authorise the reviewer(s) of this complaint to consider this form and any relevant information held by GBS to the extent necessary for the consideration of complaint.*

**Student Signature .....** **Date: .....**

**GBS Staff Signature .....** **Date: .....**