

Complaints

INTO GCU is dedicated to the highest international standards of teaching, scholarship and research and to the advancement of knowledge, in an environment of equality, tolerance and mutual respect for all its staff and students. Whilst striving to achieve and maintain these highest standards, we feel students should have the opportunity to highlight instances where the service provided falls short of this. The University's complaints procedure is summarised briefly below but you can find a full copy of the complaints procedure online: <http://www.gcu.ac.uk/gaq/appealscomplaintsandstudentconduct/complaints/>

INTO GCU will:

- Treat all complaints seriously, they will be recorded and students will receive feedback on their complaint.
- Investigate all complaints promptly, fairly and thoroughly
- Handle all complaints confidentially and without prejudice to the complainant's academic progress
- Not victimise any student after making a complaint
- Ensure that the investigation will address all points at issue, and provide an effective response and appropriate redress.

Summary of Stages:

