TEMPLATE LETTER OF COMPLAINT

It is helpful if you give as much information as possible, and set out the precise details of the complaint in your letter. You should concisely explain the steps that you have taken in pursuing your complaint, refer to any discussions that you have already had about the matter, attach copies of any relevant documents, and state clearly what remedy, if any, you are seeking.

If you are thinking about making a complaint you may wish to consult the Regent Ghana Students' Union (RGSU) before doing so and the Students' Parliament may take up the matter on your behalf.

WHAT TO TELL US …

Your current term time address (as well as a home address if relevant) phone number (including mobile), e-mail address @regentghana.org and the date of your letter.

Address your letter to your Dean of School with whom you have found the problem.
If in doubt contact and seek advice from the Regent Ghana Students' Union or consult the Warden of your Society.

Briefly introduce the grounds for your complaint.

GIVE DETAILS: Dates/times/ names of people you spoke to/ correspondence/ telephone conversations/ emails etc.
It helps to be chronological and annotate each point
1.....
2.....

Provide any supporting documentation (copies of letters/ e.mails) in the form of numbered appendices.

State clearly what you would ideally like in response to your complaint
(i.e. material replacement/ an apology/ consultation in future/a clear explanation of reasons for delays or problems)

Please sign the letter and write your full name in clear block capitals with your course, School, year and student reference number. NB: If you wish to remain anonymous the Regent Ghana Students' Union could write on your behalf but be aware that only general issues can be addressed in this way.