**COMPLAINT FORM FOR STUDENTS – Individuals and Behaviour**

Students who wish to submit a formal complaint to the University are advised to review the “Complaints Procedure for Students” prior to completing the complaint form. ([Student-Complaint-Procedure-(Individuals--Behaviour)-.docx (live.com)](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.durham.ac.uk%2Fmedia%2Fdurham-university%2Fsupport-services-%2Fstudent-support-and-wellbeing%2Fstudent-conduct%2FStudent-Complaint-Procedure-(Individuals--Behaviour)-.docx&wdOrigin=BROWSELINK))

Students may seek advice and assistance by contacting any of the following:

1. staff in their college’s Student Support Office (as set out in the college handbook)
2. staff in their Academic Department (as set out in the Departmental handbook)
3. the Student Conduct Office ([student.cases@durham.ac.uk](mailto:student.cases@durham.ac.uk))
4. the Students' Union ([www.durhamsu.com/](http://www.durhamsu.com/))

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|  | **Your Personal Details** | |
| **Name:**  **Preferred Pronouns:** | **Student ID No: (begins 000 or 001 followed by six numbers):** |
| **Degree or programme name:** | **Year of study:** |
| **College or Society name:** | |
|  | **Contact Information:**  *(Please note that this is the address the University will use while consideration of the complaint is underway)*  *(Please tick the preferred method of communication, if any)*  **Address:**  **Telephone No:**  **University email address:**  **Private email address:** | |
|  | **Disability**  Do you have a disability and do you require any additional support or assistance to use this form or the complaint procedure? | |
|  | **Details about the person whom your complaint is against**  Their Name:  Their Email address:  Their Address (if known):  Their Phone number (if known): | |
|  | **What is your relationship to the person you are complaining about?** (e.g., student, member of staff) | |
|  | **Complaint Summary**  Please provide a clear and concise (no more than 500 words) statement of the main issues complained about including the dates of key events. | |
|  | **Please provide the details of any witnesses to the matter complained about** (e.g., name, email address) | |
|  | **Informal Complaint Action**  Please describe steps taken to informally resolve your complaint prior to making a formal complaint. Where an informal resolution was proposed, please state why it was not satisfactory. If you did not attempt to resolve your complaint informally, please describe why informal action was not appropriate. | |
|  | **Resolution**  Please describe how you would like the situation to be resolved. | |
|  | **Additional Complaint Information**  Please, if necessary and as briefly as possible, provide relevant and significant details about main issues leading to the complaint and their impact on you.  *(Note: details provided in this section may not be directly responded to but will be considered as they relate to the main issues identified in the complaint summary.)* | |
|  | **Supporting Information**  Please provide a list of all information submitted in support of your complaint. | |

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|  | **Declaration and Submission**  By signing this form, I confirm that I read and understood the relevant complaint procedure.  I understand that in order to investigate my complaint, those referred to in the complaint will be made aware of the contents of this form and additional information and, if necessary, will have an opportunity to comment on them as part of the complaint investigation. | |
| **Electronically Signed:** | **Date:** |
|  | When you have completed all sections please submit this electronically, along with any supporting information to [student.cases@durham.ac.uk](mailto:student.cases@durham.ac.uk) | |

**Monitoring Information**

The following questions are optional. We monitor complaints/reports by these equality groups to inform our future work. For example, we might want to know how many female students have made a complaint/report in the last 6 months. Personal details are not included in these monitoring reports.

Please put an **X** in the box to indicate your response.

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|  | Do you consider yourself to be disabled within the definition of the Equality Act 2010?  The Equality Act 2010 describes a disabled person as: *"…anyone who has a physical, sensory or mental impairment, which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities."* | | | | | | |
|  | Yes |  | No |  | Prefer not to say |
|  | | | | | | |

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|  | What is your ethnic group? | | | | | | | | | | | |
|  |  | Asian British |  | Indian |  | Pakistani |  | Bangladeshi | | |  | Chinese |
|  | | | | | | | | | | | | |
|  |  | Any other Asian background | | | | |  |  | | |  |  |
|  |  |  |  |  |  |  |  |  | | |  |  |
|  |  | Black British |  | Black African |  | Black Caribbean | | |  | Any other Black background | | |
|  | | | | | | | | | | | | |
|  |  | Afghani |  | Iraqi |  | Iranian |  |  | | | | |
|  | | | | | | | | | | | | |
|  |  | Any other Middle Eastern background | | | | |  |  | | | | |
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|  |  | White British |  | White Irish |  | White Eastern European | | |  | White Western European | | |
|  | | | | | | | | | | | | |
|  |  | Irish Traveller or Gypsy | | |  | Any other ethnic group | | |  | Mixed background | | |
|  | | | | | | | | | | | | |
|  |  | Any other White background | | |  | Prefer not to say | | |  | None of the above | | |
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|  | I describe my gender as... | | | | | | | | | | | |
|  |  | Man |  | Woman |  | Non Binary | | |  | Prefer not to say |  | In another way |
|  | | | | | | | | | | | | |
|  | Do you identify as trans? | | | | | | | | | | | |
|  |  | Yes |  | No | | |  | Prefer not to say | | |  |  |
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|  | Do you have a religion or belief? | | | | | | | | | |
|  |  | Agnostic |  | Buddhist |  | Christian |  | Hindu |  | Humanist |
|  | | | | | | | | | | |
|  |  | Jewish |  | Muslim |  | No religion |  | Sikh |  | Spiritual |
|  | | | | | | | | | | |
|  |  | Prefer not to say | | |  | None of the above | | |  |  |
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|  | What is your sexuality? | | | | | | | |
|  |  | Asexual |  | Bisexual |  | Heterosexual |  | Gay/lesbian (Homosexual) |
|  | | | | | | | | |
|  |  | Queer |  | Prefer not to say | | |  | None of the above |
|  | | | | | | | | |