**COMPLAINT FORM FOR STUDENTS – University and its Services**

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. (<https://www.dur.ac.uk/university.calendar/volumei/codes_of_practice/>)

Where appropriate, following informal attempts to resolve a matter of complaint (Stage 1), students may raise a formal (Stage 2) complaint to the University by completing this complaint form. Information about informal resolution, the complaint form and guidance for completing the form are available at: <https://www.dur.ac.uk/academicsupport.office/appeals/>

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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|  | **Personal Details** | |
| **Name:**  **Preferred Pronouns:** | **Student ID No (begins 000- or 001- followed by 6 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 complaints procedure? | |
|  | **Complaint Summary**  Please provide a clear and concise (no more than 500 words) statement of the main issues or areas of dissatisfaction to be investigated including the dates of key events.  *(Note: The “Complaints Procedure for Students” specifies that a complaint must be raised within 28 days of the events complained about unless evidence is provided of an exceptional reason for the delay)* | |
|  | **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, exceptionally, informal action was not appropriate?  *(Note: in certain cases, the University may decide that attempts at informal resolution have not been fully considered and will notify you what further actions may be required.)* | |
|  | **Resolution**  Please describe what action you wish to see taken to address your complaint. | |
|  | **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 submit the evidence in support of your complaint to [student.cases@durham.ac.uk](mailto:student.cases@durham.ac.uk) with the subject line 'YOUR NAME - COMPLAINT'  *(Note: Relevant information (e.g. emails, reports, letters, supervision records, etc.) should be submitted as evidence of the main issues in the complaint summary and informal resolution attempts you made. You should make specific references to evidence submitted.)* | |
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|  | **Declaration and Submission**  By signing this form, I confirm that I read and understood the Complaints Procedure for Students. I have submitted this complaint following completion of the informal stage or I have provided reasons for why I did not consider informal resolution appropriate in the circumstances.  I understand that in order to investigate my complaint, members of staff 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 |
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|  |  | Prefer not to say | | |  | None of the above | | |  |  |
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|  | What is your sexuality? | | | | | | | |
|  |  | Asexual |  | Bisexual |  | Heterosexual |  | Gay/lesbian (Homosexual) |
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|  |  | Queer |  | Prefer not to say | | |  | None of the above |
|  | | | | | | | | |