



St Chad's College

Durham

Complaints Form for Students – Harassment and Bullying Against Staff

Students who wish to submit a formal complaint to St Chad's College are advised to review the St Chad's College Policy and Procedure for Student Complaints of Harassment and Bullying Against Staff prior to completing the complaint form.

Students may seek advice and assistance with the process of completing this form through student support staff at St Chad's College (chads.support@durham.ac.uk).

1.	Your Personal Details	
	Name:	Student ID No (begins 000 or 001 followed by six numbers):
	Degree or programme name:	Year of study:
2.	Contact Information: Please note that unless specified otherwise, your Durham University email address will be the primary means of communication in relation to the complaint throughout the process. Address: <i>(Please note that this is the address the College will use while consideration of the complaint is underway)</i> Telephone No: University email address:	
3.	Disability Do you have a disability and do you require any additional support or assistance to use this form or the complaint procedure?	

4.	Details about the person whom your complaint is against Their Name: Their Email address: Their Address (if known):
5.	What is your relationship to the person you are complaining about?
6.	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.
7.	Please provide the details of any witnesses to the matter complained about (e.g., name, email address)

8.	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.
9.	Resolution Please describe how you would like the situation to be resolved.
10.	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. <i>(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.)</i>
11.	Supporting Information Please provide a list of all information submitted in support of your complaint.

<p>12.</p>	<p>Declaration and Submission By signing this form, I confirm that I read and understood the relevant complaint procedure.</p> <p>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.</p>	
	<p>Electronically Signed:</p>	<p>Date:</p>
	<p>When you have completed all sections, please <u>submit this electronically via email</u>, along with any supporting information to the Vice Principal (victoria.h.brown@durham.ac.uk) or the Finance and Operations Director (chads.bursar@durham.ac.uk).</p>	