**COMPLAINT FORM FOR STUDENTS: Industrial Action**

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/>)

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:** | **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:** | |
|  | **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 specify which academic commitments were cancelled (and not rescheduled) because of industrial action, ensuring you include the following information for each commitment:   * Module Code * Date * The nature of the commitment (e.g. lecture, seminar, problems class, etc.) * Start Time * End Time | |
|  | **Supporting Information**  Please provide a list of all information submitted in support of your complaint. Please submit the evidence to [student.cases@durham.ac.uk](mailto:student.cases@durham.ac.uk) with the subject line 'YOUR NAME - INDUSTRIAL ACTION COMPLAINT'  *(Note: Relevant information (e.g. emails, messages, etc.) should be submitted that refers to the teaching hours that were cancelled due to industrial action.)* | |
|  | **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.)* | |
|  | **Resolution**  Please describe what action you wish to see taken to address your complaint. | |

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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 |
|  | | | | | | | | | | |
|  |  | 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 |
|  | | | | | | | | |