



St Chad's College

Durham

Complaints Form for Students

Updated: Epiphany 2025
Review Due: Epiphany 2027

Students who wish to submit a formal complaint to St Chad's College are advised to review the **St Chad's College Complaints Policy and Procedure** 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 department or area of service your complaint is against:
5.	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.
6.	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.
7.	Resolution Please describe how you would like the situation to be resolved.

8.	Supporting Information Please provide a list of all information submitted in support of your complaint.
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9.	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.		
	<table border="1" style="width: 100%;"><tr><td style="width: 70%;">Electronically Signed:</td><td style="width: 30%;">Date:</td></tr></table>	Electronically Signed:	Date:
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	When you have completed all sections, please <u>submit this electronically via email</u>, along with any supporting information to the Vice Principal (chads.support@durham.ac.uk).
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