**COMPLAINT FORM FOR APPLICANTS**

This form is only for the purpose of submitting a formal complaint in accordance with Durham University’s Complaints Procedure for **Supported Progression**.

Applicants who wish to submit a formal complaint to the University are required to read the “Complaints Procedure for Applicants” prior to completing the complaint form. <https://www.dur.ac.uk/supported.progression/contact/>).

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. Guidance for completing the form is available at the link above.

If you have any queries concerning the completion or submission of this form, please contact the Head of Access. Their contact details can be found in the University’s Complaints Procedure for Supported Progression.

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|  | **Personal Details** |
|  | **Full Name:** | **Application ID No:** |
|  | **Degree or programme applied for:** | **Year of study:** |
|  | **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 (daytime):**[ ] **Email:**  |
|  | **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 Supported Progression” specifies that a complaint must be raised within 3 months of the events complained about unless evidence is provided of an exceptional reason for the delay)* |
|  | **Informal Complaint Action (Stage 1)** 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(s) you wish to see taken to address your complaint. Please note that any expression of preferred outcome will not prejudice our consideration of 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 provide a list of all information submitted in support of your complaint. *(Note: Relevant information (e.g. emails, letters, 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**I confirm that:* the above details and any attached documentation is a true reflection of events to the best of my knowledge and that it does not contain any false or fraudulent information.
* I have read and understood the Complaints Procedure for Supported Progression.
* I have submitted this complaint following completion of the informal stage (Stage 1) 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, any 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. I understand that the investigating officer on behalf of Durham University will retain a record of that investigation, in accordance with Durham University’s Complaints Procedure for Applicants.  |
| **Signed:**(or type your name if submitting electronically) | **Date:** |
|  | When you have completed all sections please submit this electronically or in paper form together with any supporting information to:Head of AccessStudent Recruitment and Admissions OfficeDurham UniversityPalatine Centre, Stockton RoadDurham, DH1 3LEEmail: lee.worden@durham.ac.uk(Note: if the complaint is concerning the Head of Access please submit this information to the Director of Student Recruitment and Admissions at the above postal address or via email to richard.emborg@durham.ac.uk)You should normally expect an acknowledgement of receipt within 10 working days of sending this form, although this may take longer for some international post or over some holiday periods. If you have not received an acknowledgement within 15 working days please contact the above person for an update.  |

(Last update on 16 December 2015)