

with a complaint or appeal.

(3) The principles set out in this code of practice also apply to students but who seek to make a complaint against the University.

### Student Behaviour in Appeals and Complaints: A Code of Practice

(1) We are committed to dealing with complainants fairly and impartially and to providing a high quality service when investigating appeals and complaints. However, we do not expect Durham

(4) Whilst complainants are encouraged to contact us over the telephone so that the information provided is accurate, we also accept written complaints. We do not accept multiple complaints from anyone who is not named as a respondent to enquiries from anyone who is not named as a respondent. We reserve the right to treat the matter as a single complaint or separate, subsequent appeal or complaint.

(6) Whilst the University understands that bringing a complaint can be a stressful experience we also recognise our duty of care to our students. Consequently the University has zero tolerance for unacceptable behaviour and we will take action to protect our students.

(7) The University's definition of "unacceptable behaviour" includes the following inappropriate way(s):

(c) submitting an appeal or complaint with clear evidence that the complainant has acted in an inappropriate way;

(d) knowingly making a false statement or providing false evidence;

