

with a complaint or appeal.

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

### 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 will also respond to enquiries from anyone who is not named as a complainant. We do not expect Durham to reserve its right to treat the matter as a single complaint or a separate, subsequent appeal or complaint.

(6) Whilst the University understands that bringing an appeal or complaint can be a stressful experience we also recognise our duty to support 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 false or misleading evidence;

(d) knowingly making

