



## **OXFORD COLLEGE**

### **Complaint Policy**

#### **INTRODUCTION**

Oxford College aims to ensure that there is a positive and fair educational environment at the college and a good relationship is maintained between the students themselves as well as the faculty and college staff. Oxford College aims to secure an educational environment in which students feel valued and are able to voice dissatisfaction with aspects of study when such issues arise and to have them resolved. All Complaints shall be made in writing to the appointed official.

#### **SCOPE**

The procedure set forth below may be used by a complainant who is enrolled as an Oxford College student on any of the full time courses. The person filing the Complaint must be the alleged victim of unfair treatment; a Complaint cannot be filed on behalf of another person.

The existence of this procedure does not bar the complainant from also filing claims in other forums to the extent permitted by state or federal law.

#### **TIME LIMITS**

The formal resolution process described below must be initiated within 60 days of the decision, action, or events giving rise to the Complaint. This time limit may be extended by the principle or with jurisdiction over the Complaint, if the complainant makes the request for extension within the 60 day period, for good cause shown (e.g., an active effort at informal resolution at the departmental level, college level, or Office for Equal Opportunity).

### INFORMAL COMPLAINT PROCEDURE

#### Informal Stage:

Any student with a complaint is invited to discuss the matter first with their Personal Tutor or the Student Welfare Officer. They will respond to the complaint within 3 working days with advice and guidance as to how to proceed from this point. In the event of a dispute with other students, the Student Mediation Service can help resolve the situation informally as part of unofficial procedures.

As part of this process, an informal meeting can be arranged by the Tutor or the Student Welfare Officer and they will endeavour to resolve the matter at that stage. The Complainant can discuss the matter with full confidence and the discussions will be kept confidential and the guidance will be given to resolve the matter at that stage.

### FORMAL COMPLAINT PROCEDURE

#### Stage 1:

1. If the student is not satisfied with the outcome of the informal complaint procedure then s/he should complete a **Record of Complaint Form** obtainable from reception and forward to the Director Student Affairs. Receipt of the form will be acknowledged in writing within 48 hours.
2. The complainant must give the maximum possible information including:
  - How the decision / action is unfair and harmful to the complainant and list the University policies or state or federal laws that have been violated, if known;
  - Name the respondent parties (the person(s) against whom the complaint is filed);
  - State how the respondents are responsible for the action or decision,
  - State the requested remedy; and
  - State whether the complainant will bring an observer to the hearing and, if so, whether the observer will be an attorney

3. If it is clear on the face of the written complaint that the complaint has not been filed within the time limit, or pertains to a matter not grievable under this procedure, or is from a person without complaint rights under this Complaint, the Director Student Affairs shall so indicate in a letter to the complainant and the Complaint shall be dismissed. If the Complaint is not dismissed, the Director Student Affairs shall appoint a panel of at least two persons to hear the Complaint and shall provide them with a copy of these procedures and the written request for hearing. Panel members shall include one student and one faculty or staff member who are not part of the same office or immediate administrative unit as the respondent(s).
4. Panel members should have no personal interest in the outcome of the proceeding, and should not have any personal involvement in earlier stages of the matter. The following procedure will be adopted to resolve the matter:
5. The panel must invite the complainant to a meeting to discuss the Complaint within five working days of receipt of the complaint unless investigations are complex and/or witnesses are unavailable in which case the meeting will be held as soon as reasonably practicable. If additional information comes to light in the meeting, the meeting may be postponed whilst consideration is given to the new information. Similarly, if the complainant is unable to attend due to illness, they will be invited to attend on an alternative date.
6. The outcome will be recorded on the original Complaint Form or attached additional sheet and a copy provided to all relevant parties including the Director Student Affairs and Principal within two days of the discussion. Where a complaint is not upheld reasons will be given as to why. Where a complaint is upheld a statement outlining the remedial action and timescale for implementation will be provided.

### **Stage 2:**

1. If the student is dissatisfied with the reply and they choose to appeal, they should put this in writing, to the Principal or to the nominated alternative person within 5 working days of the outcome, for transmission to a senior officer/ panel. Students should retain a copy of the Complaint.
2. A complaint may be referred to the Principal only where:
  - a. The student reasonably believes that the procedures set out in this document have not been complied with; and/or
  - b. New Evidence has come to light which may affect the decisions already reached in relation to the complaint considered.

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3. The Principal or other designated senior officer will, within 14 calendar days, arrange a meeting with the student and other interested parties including the admin department and, where appropriate, the student's nominated representative, who must also be a student of the Oxford College.
4. Within 14 calendar days of the meeting the senior Director must confirm the decision reached, in writing. This decision will be final.
5. Employees/students should also be aware that any Complaint raised will be treated with the utmost confidentiality and will not affect the employee's opportunities/ prospects within Oxford College.
6. At all times the Complaint will be dealt with as speedily as possible.

### **Stage 3:**

1. If the student is dissatisfied with the reply and they choose to appeal, they should put this in writing, to the Directors or to the nominated alternative person within 5 working days of the outcome, for transmission to a senior officer/ panel. Students should retain a copy of the Complaint.
2. A complaint may be referred to the Directors only where:
  - a. The student reasonably believes that the procedures set out in this document have not been complied with; and/or
  - b. New Evidence has come to light which may affect the decisions already reached in relation to the complaint considered.
3. The Directors or other designated senior officer will, within 14 calendar days, arrange a meeting with the student and other interested parties including the admin department and, where appropriate, the student's nominated representative, who must also be a student of the Oxford College.
4. Within 14 calendar days of the meeting the senior Director must confirm the decision reached, in writing. This decision will be final.

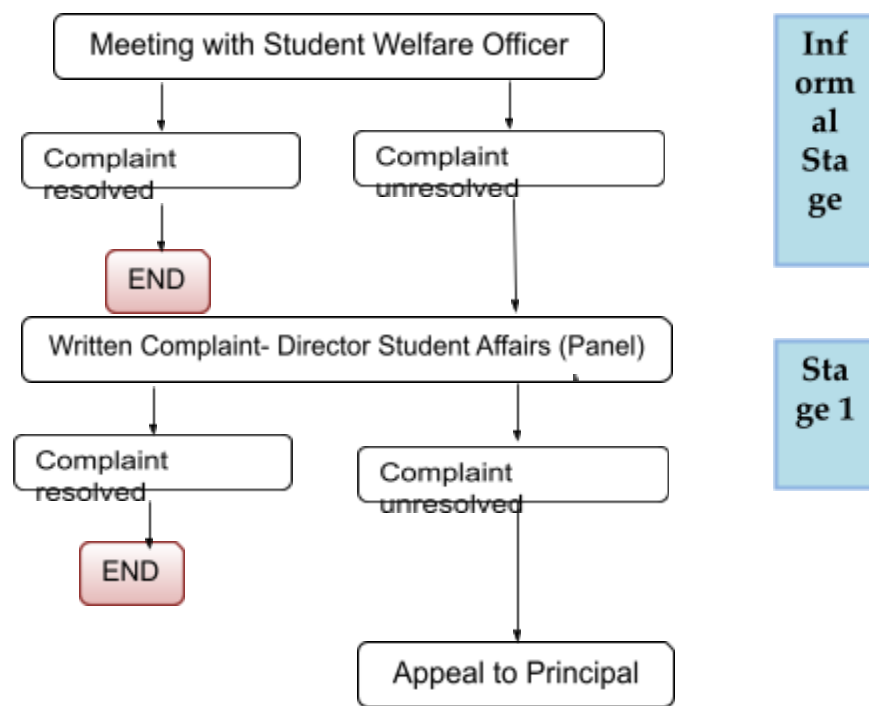
### **Final Stage:**

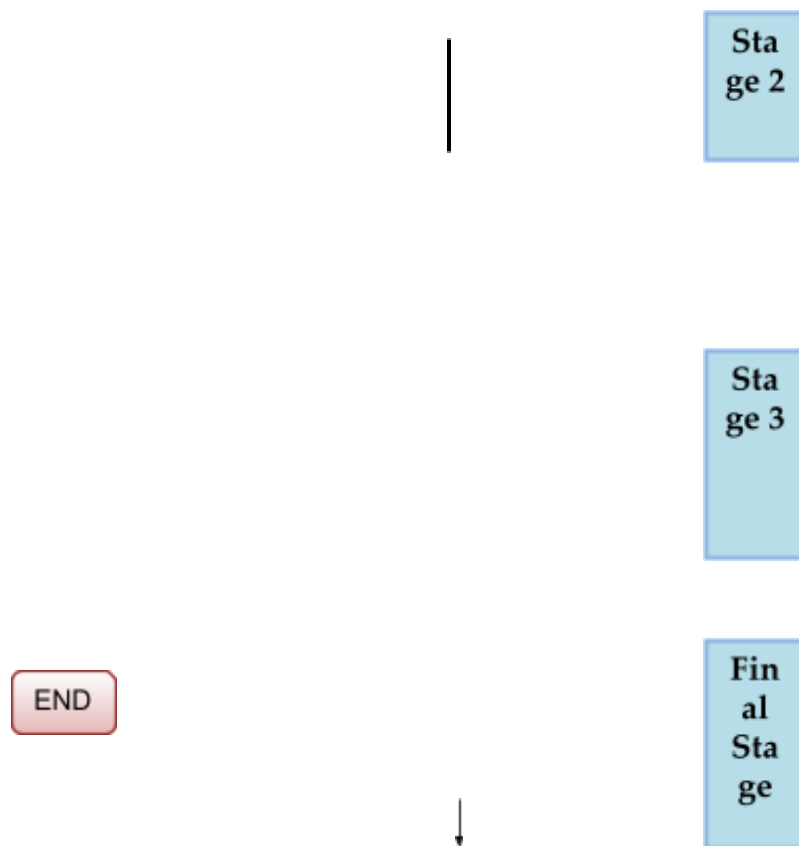
Where a complaint remains unresolved for more than three months, the affected individual may seek outside assistance from a third party such as the arbitration services or any such suitable organisation depending on the nature

of the complaint. In all cases, the individual is free to seek for college assistance with respect to arranging such meeting

Appendix – 1

**COMPLAINTS PROCEDURE FLOWCHART**





## Appendix - 2

### **Oxford College Record of Complaint Form**

Complaint Details:

Name: \_\_\_\_\_ Student ID: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Complainant's preferred method of contact:      Post ☐      Tel: ☐      Email: ☐

Complaint Dated/Time: \_\_\_\_\_

Course Title: \_\_\_\_\_

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Department: \_\_\_\_\_

Details of Complaint:

Signed by Complainant:

If complaint taken by Member of Staff:

Staff Name:

Department:

Please email completed form to: [info@oxford-college.com](mailto:info@oxford-college.com)

Hand in at college reception; or post to

The Principal, Oxford College, Harben House, Tickford Street, Newport Pagnell, Milton Keynes,  
MK16 9EY, United Kingdom

(Please see over for equality information)

### Equality Information:

The College has due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010.

Please complete the following information accurately to help the College comply with the Equality Act 2010 and ensure that you are treated fairly. All information is confidential, seen by a limited number of staff and our reporting mechanisms guarantee data protection.

Male ☐ Female ☐

If female, are you pregnant? Yes ☐ No ☐

I would describe my ethnic origin as (please tick appropriate box):

Asian or Asian British - Bangladeshi	<input type="checkbox"/>	Other Mixed Background	<input type="checkbox"/>
Asian or Asian British – Indian	<input type="checkbox"/>	Black or Black British – Caribbean	<input type="checkbox"/>
Asian or Asian British – Pakistani	<input type="checkbox"/>	White – British	<input type="checkbox"/>

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Other Asian Background	<input type="checkbox"/>	White – Irish	<input type="checkbox"/>
Black or Black British African	<input type="checkbox"/>	Other White Background	<input type="checkbox"/>
Mixed – White and Asian	<input type="checkbox"/>	Other Black Background	<input type="checkbox"/>
Mixed – White and Black African	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Mixed - White & Black Caribbean	<input type="checkbox"/>	Other Ethnic Background	<input type="checkbox"/>

*The following questions are not compulsory but we would appreciate you providing this information for equality monitoring purposes.*

Do you have a disability? Yes ☐ No ☐

If yes please state your disability: \_\_\_\_\_

Marital Status: Are you married/in a civil partnership? Yes ☐ No ☐

Sexual Orientation: Homosexual/Gay/Lesbian ☐ Bisexual ☐ Heterosexual ☐

Religion/Belief: \_\_\_\_\_

Gender reassignment: Have you made, or are undergoing, a change of gender?

Yes ☐ No ☐

## DOCUMENT CONTROL

### DOCUMENT INFORMATION

<b>Document Name</b>	Complaint Policy
<b>Owner</b>	Director Administration
<b>Status</b>	Final
<b>Location</b>	Director Administration Office
<b>Process</b>	Complaint Policy

### RELEASE HISTORY

Version	Date	Author	Comments
0.1	16/04/2022	Jaspal Kaur	
1.0	16/04/2022	Ms Thiya Suba	

### AUTHORISERS FOR SIGN OFF



## Complaint Policy

<b>Role</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
Principal	Krishna Rao Dara		
Director Admin	Jaspal Kaur		
HR Manager	Ms Thiya Suba		

### **LEGAL STATEMENT**

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