



**OXFORD**  
TUTORIAL COLLEGE

# Complaints Procedure for Students

Revised August 2017  
Date to be reviewed: November 2017

## **Introduction**

All of us at Oxford Tutorial College are very keen for everyone to feel that you can talk to us about anything that concerns or worries you. We cannot promise automatic confidentiality because we are required by law to discuss or act on some things, but we are keen to do all we can to support everyone in the College community. We can do this best if you bring problems to us. This procedure is to let you know what will happen when you do speak to us.

## **Framework of Principles**

We will:

- explain this procedure at induction meetings and through Personal Tutors
- do our best to explain everything straightforwardly
- not favour one side against another
- deal with things quickly
- keep people informed of what is happening
- where necessary ensure a fair investigation by an independent person
- say at the end of the process what we have found out, what we have decided to do, and why
- keep records

## **Stage 1: Making an informal complaint or raising a concern**

It is always best to start by just talking to someone: your Personal Tutor or Carole (Student Services Director) or Yvonne (Academic Director) or Jenny (Personal Tutor Coordinator) or Angela (Accommodation and Welfare Officer) or Jacqui (our Principal). Our doors are usually open; otherwise just ask us for a time to talk. Never try to take matters into your own hands!

When you have spoken to one of us, Carole or Yvonne will talk to you (you can bring someone with you if you like) and:

- work out what has happened so far, and who has been involved
- work out what the problems are and what needs investigating
- get you to write down what you have said to us
- ask you what you would like to happen
- talk to everyone involved to establish as best we can what actually happened or is happening, not taking anyone's side
- keep notes of any interview.

We will always try to sort things out fairly, so that everyone feels safe and supported. We might say that the complaint is fair and explain what we are doing to make things right. This might include one or more of the following:

- an apology or an explanation

- an admission that we could have done things differently or better
- an explanation of what we are doing to try to stop things happening again, including possibly reviewing College policies

We might also decide that we don't agree with your complaint. Again, we will explain why we think this. It is important to create a positive atmosphere so if we feel that you have misunderstood things we will continue to support you through discussion.

Please note that an admission that the College could have handled the situation better is not the same as an admission of negligence.

### **Stage 2 complaint**

If you feel that an informal approach has not worked, you are welcome to email or talk to Jacqui asking for a formal review. Jacqui will talk to you, look at what you have been saying and at our response so far. She will write you a formal email saying what she thinks about what has happened and explaining what else will be done or why she agrees with the original decision. You are always welcome to talk to her more.

### **Stage 3 complaint**

If you still feel that you are not being treated properly or that people are not addressing your difficulty seriously, you should approach your parents, guardian or agent and ask them to write to the Principal. Either she will answer directly or she will invite them to lodge a complaint under stage 3 of our Complaints Policy for Parents: this means that a meeting will be called where people outside the College will review everything.

### **Timescale**

We will always see you as quickly as possible. We will let you know within a week what we have found out and what we have decided to do. If things take longer, for instance because we have to begin a formal process within the law, we will keep you informed every two days or set a new deadline by which you will know what is happening. A formal stage 3 complaint has its own timetable, set out in the Complaints Policy for Parents.

### **Record-keeping and monitoring complaints**

We are always trying to improve the College and will look at complaints and concerns to help us do that. We are required by law to keep records, which will be kept confidentially.