



City College Oxford

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Complaints Policy

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Policy Statement

City College Oxford aims to prevent complaints by providing high quality courses and services for students and college customers.

Any complaint about any aspect of the college will be taken seriously, investigated thoroughly and dealt with according to the merit of the complaint.

If a student or college customer is unhappy with any part of the overall service provided by us, both course and non-course related, they have the right to access complaints policy and procedure.

According to the nature of the complaint a student or college customer can:

- Talk directly with the person concerned to resolve the problem
- If the complainant is a student they should approach his/her teacher for assistance in resolving the problem
- If the problem is with a teacher then the complainant can approach the Principal
- If the problem is not resolved adequately he/she can consult the Director or and he will attempt to resolve the complaint before it becomes a formal procedure.

However, if the problem is still not resolved to his/her satisfaction the must launch a formal written complaint or appeal.

Procedure for a formal complaint

- When making a formal complaint the complainant has the right to have another person (nominated person) present at this and any ensuing stage of the process
- The complainant submits a formal written complaint that explains the exact nature and reason for the complaint and presents this to the Principal. We will assist the student to write their complaint in English if needed.
- The Principal will keep a record of this document and provide the complainant with a likely timeframe in which an outcome can be achieved
- The Principal may request a meeting between the complainant and the other parties involved.
- The complainant should receive a written statement of the outcome and the reasons for this decision within 10 working days of lodging the complaint.

- If the complainant is still not satisfied with the result he/she may contact the Director of City College Oxford.

All complaints will be dealt with in line with City College Oxford's policies to take into account including:

Bullying and Harassment

Equalities and Diversity

Health and Safety

Safeguarding

Disciplinary

This policy is reviewed every 3 years

Review Date	Changes Made	Signed
14 May 2019	Added Disciplinary Policy at end	D.McIlveen