



## Oxford Prospects Programmes

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### Complaints Policy

Oxford Prospects Programmes (OPP) regards complaints as opportunities to improve, and aims to deal with all complaints promptly, fairly and transparently.

#### General

1. The way an organisation deals with complaints says a lot about the organisation's ethos. OPP promotes a culture of reflective practice and continual development, and is committed to investigating complaints thoroughly and fairly and responding in an appropriate and constructive way.
2. The proper channel for a complaint depends on the nature of the complaint.

<b>Complaints about...</b>	<b>Should be addressed to...</b>
the content of our programmes	the Assistant Director of Teaching and Learning
an employee	the employee's line manager
a tutor or student	the Assistant Director of Teaching and Learning
a temporary helper, a venue or travel provider, or a health and safety issue	the Operations Manager
an overseas university helper	the Operations Manager
a data protection issue	the Assistant Director of Teaching and Learning
a complaint that has not been resolved to your satisfaction, or any issue not mentioned above	the Programme Director

3. Complaints will be investigated thoroughly, promptly and fairly. The emphasis will be on resolving and learning from any problems.
4. While confidentiality will be required in some circumstances, this should not be an excuse for lack of transparency. OPP will deal with complaints as openly as it reasonably can, while protecting confidentiality where necessary.
5. OPP aims to resolve complaints informally where possible, in the interests of reaching a quick and amicable resolution. If you wish to make a formal complaint and require a written response, please make your complaint in writing and state that a written response is required.