



Oxford Prospects Programmes

Oxford Prospects Programmes

Grievance and Complaints Policy

Oxford Prospects Programme aims to be a fair and open organisation, free from abuse and discrimination. Oxford Prospects Programme actively aims to promote equal opportunities.

During your working relationship with us, we want you to feel part of our team, however if you have any issues or concerns, please see the details outlined below.

If you are not happy with the Organisation, please tell us.

If you have any concerns or issues with the Programme, please report these to your line manager.

You can contact them via email:

Dr Lana Delerue, Operations Manager: lane.delerue@oxford-prospects.org

If your concern is with your direct line manager, please contact the Director. You can contact them via email:

Dr Shidong Wang, Director: director@oxford-prospects.org

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

If you are not happy with the response

If you are not satisfied with a response from your line manager, or wish to raise the matter more formally, please write to the Director.

Dr Shidong Wang, Director, Oxford World Ltd, Annexe Offices, Linton Road, OX2 6UD.

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be resolved.

If this is not possible, an interim response will be made, informing you of the action taken to date or future action under consideration.

You have the right to appeal, and the appeal must be made in writing within 10 working days.

For all appeals, please contact:

Dr Shidong Wang, Programme Director, Oxford World Ltd, Annexe Offices, Linton Road, OX2 6UD.

Complaints to BAC

If you feel that your complaints or concerns have not been dealt with correctly or formally by Oxford Prospects Programmes, please contact the BAC in writing:

THE BAC

**Wax Chandlers' Hall
1st Floor, 6 Gresham Street
London
EC2V 7AD**

Phone: 0300 330 1400

Email: info@the-bac.org