



## Oxford Prospects Programmes

---

### **Oxford Prospects Programmes**

### **Grievance and Complaints Policy**

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

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

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

Any concerns or issues with the Programme, please report to the Operations Manager.

You can contact them in person, through WeChat, email or phone call:

Dr Lana Delerue, Operations Manager:

If your concern or issues is with your direct line manager, please contact

WeChat: lana-Delerue, email: [lane.delerue@oxford-prospects.org](mailto:lane.delerue@oxford-prospects.org), phone: +441865 517 028

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 our response or wish to raise the matter more formally, please write to the Director.

Dr Shidong Wang, Programme 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 being considered.

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](mailto:info@the-bac.org)