



OXFORD COLLEGE

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Date: 21 May 2025

ENQUIRIES, COMPLAINTS AND APPEALS POLICY

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1. INTRODUCTION

Oxford College Ltd is committed to ensuring that all students, staff, and stakeholders have access to clear, fair, and transparent procedures for raising enquiries, complaints, or appeals. We believe that constructive feedback and fair resolution processes contribute to institutional accountability and quality improvement.

2. PURPOSE

This policy aims to:

- Ensure that concerns are addressed promptly, respectfully, and impartially.
- Establish procedures for resolving academic and non-academic issues.
- Maintain records of complaints and appeals for monitoring and improvement.
- Protect individuals from discrimination, victimisation, or retaliation.

3. SCOPE

This policy applies to:

- All current and former students.
- Applicants and prospective students.
- Staff, contractors, and service users.
- Issues related to admissions, academic assessment, behaviour, and services.

4. PRINCIPLES

Oxford College Ltd adheres to the following principles:

- Accessibility: The process is open, simple, and clearly communicated.
- Timeliness: Cases are resolved as quickly as possible.
- Fairness: Decisions are evidence-based and unbiased.
- Confidentiality: All matters are handled with discretion and professionalism.
- Right to Representation: Complainants and appellants may be supported by a representative.

5. TYPES OF SUBMISSIONS

5.1 Enquiry:

A general question or request for clarification regarding college services, policies, or academic processes.

5.2 Complaint:

An expression of dissatisfaction with a service, member of staff, or another student. Examples include:

- Delays in communication
- Alleged unfair treatment
- Facilities or administrative issues
- Breach of policies

5.3 Appeal:

A formal request for the reconsideration of an academic or disciplinary decision, such as:

- Assessment outcomes
- Exam grading
- Disciplinary sanctions

6. PROCEDURES

6.1 Informal Resolution

- Individuals are encouraged to raise concerns directly with the relevant staff member or department.
- Many concerns can be resolved quickly through informal discussion.
- Staff must respond within 5 working days.

6.2 Formal Complaint

- If unresolved, a formal Complaint Form is submitted to complaints@oxford.edu.eu.
- The relevant department head will investigate and respond within 15 working days.
- Findings and decisions are communicated in writing.

6.3 Appeal Procedure

- Appeals must be submitted in writing to appeals@oxford.edu.eu within 10 working days of the decision.
- Grounds for appeal include: procedural error, new evidence, or perceived bias.
- An independent panel reviews the case and issues a decision within 20 working days.

7. MONITORING AND REPORTING

- The Quality Assurance Manager maintains a complaints and appeals log.
- Quarterly reviews identify trends and areas for improvement.
- Anonymised summaries are reported to the Senior Management Team.

8. RETALIATION AND CONFIDENTIALITY

- No individual will suffer negative consequences for raising a genuine concern.
- All records and correspondence are treated with strict confidentiality.
- Staff are trained to manage complaints with sensitivity and professionalism.

9. ESCALATION TO EXTERNAL BODIES

- If a complaint or appeal is not resolved internally, individuals may escalate to relevant external bodies such as:
 - Awarding Organisations
 - Office of the Independent Adjudicator (OIA), where applicable
 - Legal or professional regulatory bodies

10. POLICY REVIEW

This policy is reviewed annually and updated as required in response to feedback, legal updates, and changes in best practice.

Approved by:

Principal, Oxford College Ltd

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