

Complaints Policy

We hope that the standard of service and provision that you have received from Student Welfare and Support Services (SWSS) gives you no cause for complaint. However, we recognise that there may be an occasion when your expectations are not met and you have cause for concern. In these circumstances you are entitled to give feedback or make a complaint and the procedure below outlines how to go about doing this.

Your feedback or complaint will be treated seriously and without recrimination. All correspondence will be dealt with in confidence with the proviso that enquiries will have to be made to investigate the matters that are the subject of the complaint.

Informal resolution

In the first instance, please address your concerns to the member of the SWSS team who is working with you, in order that they are given an opportunity to discuss the issues with you and address your concerns.

Stage 1

If this is not appropriate, or you feel that the team member has failed to address your concerns, please email the Departmental Administrator (administrator.swss@admin.ox.ac.uk) who will direct your complaint to the relevant Head of Department.

Your complaint will be acknowledged within 5 working days and you should receive a response either in writing, or a meeting arranged to discuss it with you within 20 working days from the point of sending your complaint.

Stage 2

If you are dissatisfied with the outcome of your complaint at Stage 1 you may escalate your concern to the next stage. There are different routes depending on the nature of your complaint:

Complaints about the services

Complaints about service provision within the University should be raised with the Proctors, details of which are available at: <https://academic.admin.ox.ac.uk/complaints>. The Proctors must receive your complaint at the latest within 3 months of when the matters you are complaining about occurred.

Complaints about the conduct of staff

Complaints about the conduct of staff within Student Welfare and Support Services should be raised with the Director of Student Welfare and Support Services (director.swss@admin.ox.ac.uk) within 2 weeks of the completion of stage 1.

The Director of Student Welfare and Support Services will review your complaint and provide a written response to you within 20 working days.

This policy is available in alternative formats on request.