

STUDENT WELFARE AND SUPPORT SERVICES  
3 Worcester Street, Oxford, OX1 2BX



## 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.

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.

If this is not appropriate, or you feel that the team member has failed to address your concerns, please email or write to Nick Baldwin [nick.baldwin@admin.ox.ac.uk](mailto:nick.baldwin@admin.ox.ac.uk) who will direct your complaint to the relevant Head of Department.

Your complaint will be acknowledged within 7 days and you should receive a response either in writing, or a meeting arranged to discuss it with you within 21 days.

If you are dissatisfied with the outcome of the complaint, you should inform Gillian Hamnett – Director of Student Welfare and Support Services [gillian.hamnett@admin.ox.ac.uk](mailto:gillian.hamnett@admin.ox.ac.uk) within 21 days of hearing from the Head of Counselling, or the Head of Disability.

The Director of Student Welfare and Support Services will review the complaint and provide a written response. If at the end of this process, you are still dissatisfied with the outcome, you may make an appeal to the Proctors Office.

This policy is available in alternative formats on request.