Oxford Business College

**STUDENT COMPLAINT FORM**

**Who can use this form?**

Any student applying to or enrolled on programmes of study at the College, inclusive of recently registered students for complaints concerning pre-graduation grievances. A complaint submitted by a third party will not be accepted unless accompanied by written authorization from a student. Anonymous complaints will not be accepted.

**What is this form for?**

This form is used to submit a formal complaint about a service you have received from the Oxford Business College. (Complaints can also be raised informally if you would prefer to take this course of action. If have already raised a informal complaint and you are unhappy with the way your complaint has been handled informally, or if you do not feel that informal resolution is appropriate, please complete this form.)

*Regardless of any other representation, complaints only become formal when a* ***fully*** *completed Complaint Form has been received***.**

***Complainants are advised to exercise caution regarding use of language and avoid personal abuse as anything appearing in this form will be disclosed to the subject of the complaint during any investigation.***

**What will happen next?**

Once you have submitted this form, the following process will take place:

* An investigating Officer will be appointed within **5 days** of receipt of the Complaint Form.
* You will be asked to meet with the Investigating Officer to discuss your complaint.
* You will receive a written outcome within **20 days** of raising your formal complaint.

The College will have due regard towards maintaining confidentiality in relation to your complaint but, to enable it to be considered fully, the content will need to be disclosed to members of staff involved in the investigation your complaint. Please note that by signing the Declaration you consent to the disclosure and sharing of information relevant to your complaint within the College at all stages.

**SECTION A – YOUR DETAILS**

Title:

Forename(s:)

Family Name:

Address:

Postcode:

Email:

Contact telephone number:

Programme of Study:

Student Registration Number:

Date of the event about which you are complaining:

**SECTION B – NATURE OF THE COMPLAINT**

**Please set out the reason(s) why the complaint is being made and specify:**

1. **who or what is being complained about;**
2. **the events that took place in chronological order; and**
3. **the consequences that you believe you have suffered as a result.**

***Please use additional sheets if necessary – please ensure your name and student number is on all additional sheets.***

***NB Should you wish to provide additional supporting documents, please attach them with this form.***

**SECTION C – AN OUTLINE OF THE ACTION YOU HAVE TAKEN SO FAR**

If you have already taken steps to resolve your complaint ***informally***, please outline below.

**(If you have not taken these steps, please proceed to Section D).**

Give details of anyone else who is acting on your behalf who you consent to us liaising with.

Have you tried to resolve this complaint informally? YES / NO

Please provide details of attempts to resolve informally including names of people contacted, daters contacted, etc. These people may be contacted in the course of any investigation.

Why do you remain dissatisfied with the response to your Stage 1 Complaint?

**SECTION D – DESIRED OUTCOME**

*Please say what action you would like taken and any suggestion of resolution or redress in order to resolve the complaint to your satisfaction.*

**SECTION E – DECLARATION**

As far as possible, all complaints will remain confidential to those people who are involved in investigating the complaint, providing a response to it and communicating with you, unless there is a serious risk of harm to you or others. In the interest of natural justice, parties to a complaint have the right to know the full details of the complaint.

**I, declare that to the best of my knowledge all of the information I have supplied is true, accurate and complete.**

**SIGNED: ……………………………………………………………. DATE: ………………………………………………………….**

**PRINT NAME: ……………………………………………………**

**PLEASE LIST any correspondence or other documentation related to your complaint which you have attached along with this complaint form.**