



Complaints Policy and Procedure

Complaints Policy

1.0 Overview

Oxford Knight College seeks to always provide the highest possible levels of service but also recognises that in doing so, there may be times when this falls short of student's expectations. In these instances, the focus is on finding an acceptable outcome. All complaints are taken seriously and will be investigated according to the procedures laid down.

Any student who makes a complaint shall not be disadvantaged in any way and the complaint will be undertaken by the college impartially and without bias. Privacy and confidentiality will be maintained throughout the process and each case will be considered on its own merits and taking into account:

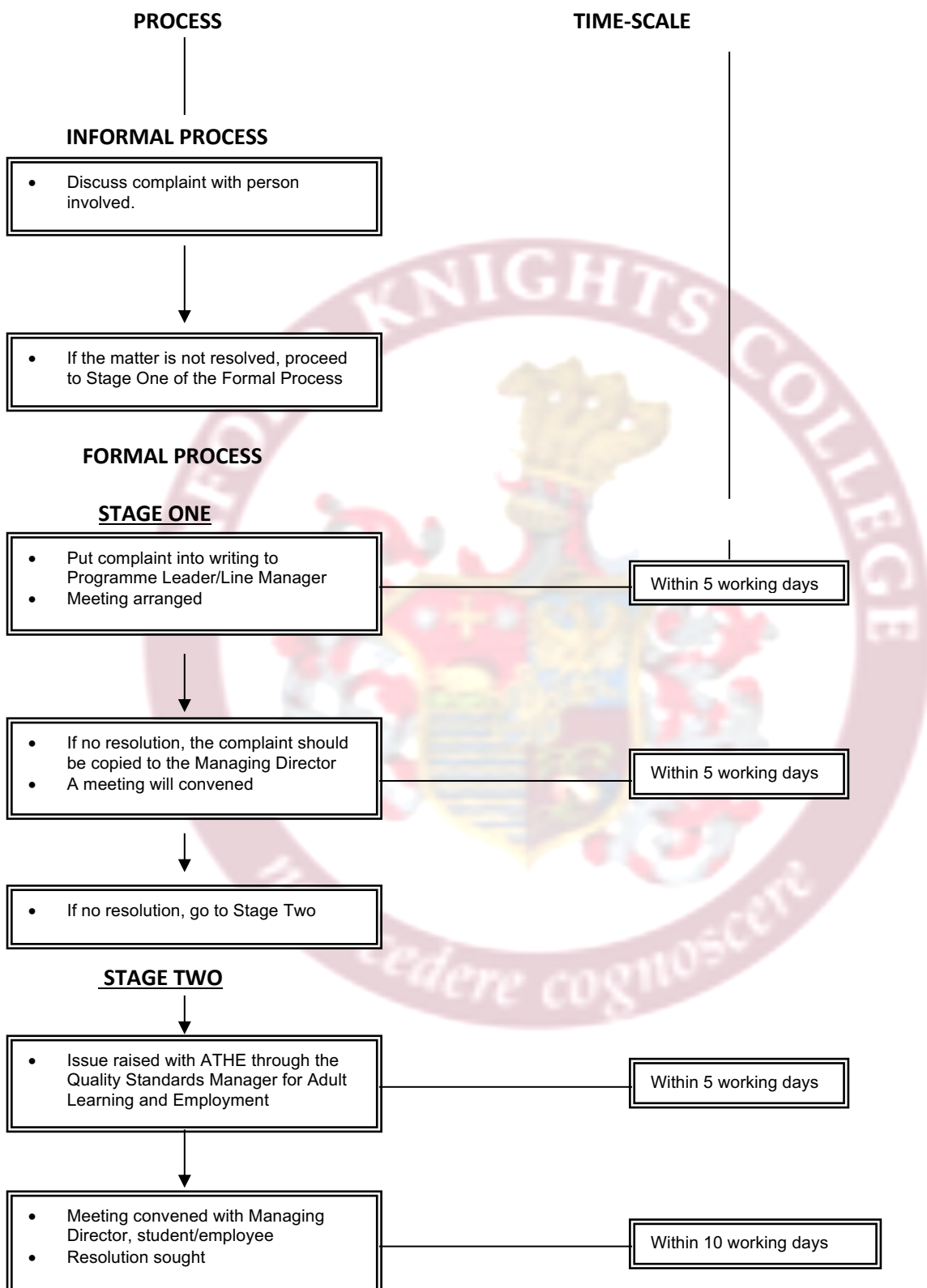
- The seriousness of the issue raised
- The credibility of the concern
- The likelihood of confirming the issue from attributable sources.

2.0 Aims

Oxford Knight College is committed to the following in terms of the complaint procedure for learners:

- Making the process open and transparent
- Placing the emphasis on prompt resolution
- Not apportioning blame
- Taking forward all reasonable complaints made
- Ensuring that complaints are quickly rectified
- Ensuring that learners are supported during the complaint procedure
- To collect equality data on complaints for monitoring purposes (through confidential means)

3.0 COMPLAINTS PROCEDURE (using Form SCP)



Notes:

1. Student has the right to be accompanied by other.
2. This Policy relates to specific issues not covered by the Appeals Procedure



STUDENT COMPLAINT PROCEDURE

Student Name: _____

Enrolment No: _____

Course of Study: _____

Year of Course: _____

Course Tutor: _____

Programme Leader: _____

Complaints Procedure – Stage 1

Reason for Complaint:

Response:

Agreed:

Signed Programme Leader : _____

Signed Student: _____

Date: _____

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Complaints Procedure – Stage 2

Response:



Agreed:

Managing Director: _____ Signed Student _____

Date: _____