



ST ANTONY'S COLLEGE OXFORD

COMPLAINTS PROCEDURE

1. Students may wish the College to consider and, if necessary, respond to serious dissatisfaction with aspects of college life not covered by the disciplinary procedures. For complaints about student behaviour and/or conduct please refer to the Code of Student Discipline. Other complaints should be discussed initially with the appropriate College Officer or member of staff as detailed below:

Type of complaint	Relevant member of staff or College Officer
Academic matters: teaching, supervision, academic judgement	College Adviser (or, if unavailable Senior Tutor)
College staff (except Domestic Bursary staff)	Bursar
Domestic Bursary staff	Domestic Bursar
Financial matters	Bursar
Harassment	College Harassment Advisers (see http://www.sant.ox.ac.uk/policies/harass.pdf)
Accommodation, food, maintenance	Domestic Bursar
Other students	Dean

Any student who is unsure as to the relevant person to approach should seek advice from the Bursar or College Registrar.

2. The relevant member of staff, College Officer or College Adviser will seek to offer sympathetic advice and where possible will try to find a remedy or reconciliation. The student may decide to drop the complaint and/or request that the matter should be dealt with informally eg with a letter of apology.

3. If an informal resolution is not appropriate or possible the student should put his/her complaint in writing. The relevant member of staff, College Officer or College Adviser should forward the letter to any other parties involved and if appropriate arrange a meeting with all the parties. The complainant and any person(s) about whom the complaint has been made may bring one friend or adviser to observe at the meeting. Any conclusion reached shall be communicated to all parties involved. A written record should be kept of all decisions, correspondence and meetings, which will be kept on file by the College Registrar. It should be noted that academic decisions rest with the student's department, not the College, and the matter may therefore not be capable of being resolved within the College.
4. If the matter is not resolved to the satisfaction of the complainant he/she may refer the matter to the Warden. The Warden will consider the written records of the matter and reach a conclusion.
5. If the student is still unsatisfied, he or she may take the case to the Office of the Independent Adjudicator for Higher Education, which provides an independent scheme for the review of student complaints. The OIA will consider cases only when the College's own internal complaints procedure has been exhausted. It will not intervene on matters which turn purely on academic assessment.

Further information about the OIA scheme is available at <http://oiahe.org.uk>