



Complaints Procedure

Our aim

St Antony's College is committed to monitoring and evaluating its services to enhance their quality and ensure that they meet the needs of all visitors to and members of the College.

The complaints procedure aims to:

1. Be easily accessible;
2. Resolve complaints informally at a local level wherever possible;
3. Encourage prompt review and decision making;
4. Ensure a full and fair investigation;
5. Respect complainants' desire for confidentiality wherever possible;
6. Provide an effective response and appropriate redress;
7. Feed back into College processes to ensure that services are improved.

All complaints are given full consideration and you will not be disadvantaged for making a genuine complaint. The College expects that complainants will not engage in frivolous or vexatious complaints. Where a complainant fails to provide reasonable evidence to substantiate their allegations or to identify themselves, the College reserves the right not to progress the complaint further.

What is a complaint?

The complaints procedure covers any expression of dissatisfaction about:

1. Standards of service;
2. Actions or lack of actions by the College or its staff;
3. Provision of services by the College affecting individuals, students, senior members, visitors or clients of any group.

The complaints procedure does **NOT** cover:

1. Requests for new or different services or provision;
2. Students who have a complaint about a University department or service. In these cases the student should refer to the Proctors' and Assessor's Memorandum for details about how to take this forward. Please see www.admin.ox.ac.uk/proctors/info/pam/section13;
3. Harassment (including bullying) by another member of College. A separate procedure applies for dealing with harassment, including bullying. Please refer to www.sant.ox.ac.uk/policies/harass.pdf;
4. Disciplinary procedures. In these cases students should refer to the Student Handbook and staff should refer to the Employee Handbook;
5. Staff grievance procedures. In these cases staff should refer to the Employee Handbook.

Stage 1: Informal

The College expects that the majority of issues can be resolved informally through normal contacts and discussion between staff, students, Fellows, Senior Members and other interested parties without the need to instigate formal procedures. An issue or complaint should therefore initially be raised through someone close to its origin (the relevant administrator, person responsible for a

particular service, event organiser, etc). If you wish to complain about your treatment by a specific individual, you should try to approach this person in the first instance.

You can contact the relevant person by email, face-to-face or by phone. Contact details may be found at www.sant.ox.ac.uk/about/contact.html and www.sant.ox.ac.uk/people/staff.html. Key contacts are set out in the table at the end of this procedure note. If you are unsure as to the relevant person to approach, you should seek advice from the Bursar, the HR Manager or the College Registrar.

Students are also able to seek (initial) help and advice from:

1. Oxford University Student Union's Student Advice Service. Please see <http://ousu.org/advice/student-advice-service/> for details;
2. Your College Adviser. Please contact the College Registrar if you are not sure of your Advisor's details;
3. The Senior Tutor, who holds regular office hours during term time. Please see www.sant.ox.ac.uk/welfare for details.

An issue or complaint may initially be raised verbally or by email, and you should indicate the outcome that you seek to resolve the complaint. You should raise the issue or complaint as soon as possible after the actions or lack of actions which prompted it; the greater the time delay from an action or lack of action to submission of the complaint, the more difficult it will be for the College to deal with the complaint effectively.

The person receiving the issue or complaint should seek to discover and understand the nature of the problem and if possible resolve it there and then. If the complaint is made in writing, an attempt should be made to contact the complainant by telephone to discuss the complaint in person. The relevant member of staff will seek to offer advice and where possible will try to find an informal resolution. We aim to resolve complaints quickly (within 5 working days) and close to where we provided the service. This may for example be an on-the-spot apology and explanation, with immediate action to resolve the problem if possible, or with a letter of apology.

If a complaint covers more than one area of the College (for example because it involves more than one service), the person first receiving the complaint must ensure that responsibility for investigating and responding to the complaint is quickly agreed, and liaise with all relevant parties as necessary.

Stage 2 - Formal

If you are not happy with the outcome of Stage 1 you should register a formal complaint. This must be done in writing to the College manager responsible for the area of service and/or member of staff. Key contacts are set out in the table at the end of this procedure note. All formal complaints will be logged and you will receive a written acknowledgement within 5 working days.

It will help us to deal with your complaint quickly if you provide:

1. Your name and email address;
2. A daytime telephone number where we can contact you;
3. Details of your concern or complaint;
4. Supporting evidence for your complaint (this can be sent in addition to the letter if applicable);
5. Why informal resolution was unsuccessful or you were not satisfied with the response you received;
6. What you would like us to do to resolve your complaint.

Our aim is to investigate your complaint properly and give you a reply within 20 working days if possible, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

A written record will be kept of all decisions, correspondence and meetings relating to the investigation of your complaint. At the end of the investigation you will be told the conclusion, the reasons for the decision, and action to be taken, if any.

Stage 3 - Review

If you are not satisfied with the response to Stage 2, you have a right of appeal to the Warden of the College. The Warden will consider the written records of the matter and reach a conclusion.

If, further to an appeal made by a student, 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. Further information about the OIA scheme is available at <http://oiahe.org.uk>.

Key contacts Area of College operation	Informal contact	College manager responsible
Lodge	Porter or Head Porter	Domestic Bursar
Housekeeping	Scout or Housekeeping Manager	Domestic Bursar
Maintenance	Maintenance Operative or Maintenance Manager	Domestic Bursar
Catering	Member of Kitchen staff or Chef	Domestic Bursar
Stewarding	Member of Stewarding staff or Steward	Domestic Bursar
Accommodation	Accommodation Officer	Domestic Bursar
Conferences	Conferences Officer	Domestic Bursar
Registry	Member of Registry Team or College Registrar	Bursar
IT	IT Officer or IT Manager	Bursar
Library	Library Assistant or College Librarian	Bursar
Accounts	Member of Accounts Team or College Accountant	Bursar
Development & Alumni	Alumni Officer or Development Director	Bursar
HR	HR Manager	Bursar
Research Centres	Centre or Programme Administrator	Centre Director
MEC Library	MEC Librarian	MEC Director
MEC Archive	MEC Archivist	MEC Director

Version notes

The College operates under, and adheres to, the Universities UK Accommodation Code of Practice. Please contact the Domestic Bursar if you wish to view a copy of this Code of Practice.

This complaints procedure incorporates an earlier separate procedure note entitled 'Complaints concerning College accommodation'.

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