



**OXFORD
International
College**

A NORD ANGLIA EDUCATION SCHOOL

COMPLAINTS POLICY AND PROCEDURE FOR STUDENTS

POLICY INTENDED FOR:	Students
CATEGORY:	College
POLICY IMPLEMENTED BY:	Principal
REVIEWED BY:	Principal
REVIEW DATE:	August 2026
FUTURE REVIEW:	August 2027

The Three Pillars

The three pillars of Oxford International College (OIC) are:

- Academic Excellence
- Personal Development
- Career and University Pathways

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INTRODUCTION

This policy is addressed to students at Oxford International College so that if a student has cause for complaint that relates to any aspect of college life, every effort can be made to address this complaint in accordance with a fair procedure.

COMPLAINTS PROCEDURE

The College aims to resolve concerns promptly, fairly and at the lowest appropriate level.

Stage 1: Informal Discussion Students are encouraged to raise concerns with any member of staff, House Parent, Director of Boarding, Strategy Tutor, Designated Safeguarding Lead (DSL), Deputy DSL, Independent Person or other trusted adult. Many concerns can be resolved quickly through discussion and support.

Stage 2: Formal Complaint If the matter is not resolved informally, students may submit a formal complaint verbally, by email, online form or by completing a Student Complaint Form. The complaint will be investigated by an appropriate member of staff and the outcome communicated to the student.

Stage 3: Appeal If the student remains dissatisfied, they may appeal the outcome to the Principal or, where appropriate, a panel or senior leader nominated by the Principal. The appeal outcome will be final.

CONFIDENTIALITY

A written record will be kept of all complaints and their resolution. Correspondence, statements, and records relating to grievance matters will be kept *confidential*. No student should feel afraid that their complaint will harm their standing at the College by influencing teaching or administrative staff; or feel afraid that registering a complaint might unduly influence their applications to other educational institutions. No student will suffer disadvantage, victimisation, retaliation or less favourable treatment because they have raised a complaint or concern in good faith. The College is aware that fear of reprisals can prevent complaints and would like to reassure students: please feel free to register your concerns with the College, confidentiality is taken very seriously.

The school will take any complaint you have seriously:

- Speak to your House Parent.
- Speak to the Director of Boarding.
- Speak to the Designated Safeguarding Lead (DSL).
- Speak to any member of staff directly about your complaint.
- Speak to your Independent Person.
- Your complaints can be emailed to tellus@oxcoll.com.
- Complete and submit an online form by scanning the QR code on Notice Boards at your Boarding House.
- You can complete a complaints form or get one from your Boarding House.

Staff will investigate your complaint and let you know what is happening within 48 working hours.

In some situations, the investigation may take longer and in cases like these, the Vice Principal, Director of Boarding or DSL will contact you to inform you of the new timeline.

We hope you will be happy with the outcome of the investigation; however, there may be a good reason why something did or did not happen which you don't agree with.

Students may seek advice or support from external organisations where appropriate, including:

- The Independent Person.
- The NSPCC.
- The Children's Commissioner for England.
- ISI (where relevant to a concern regarding boarding provision).
- The Local Authority Designated Officer (LADO), where concerns relate to adults working with children.
- Other safeguarding agencies as advised by the DSL.

Contact Details for Independent Persons:

Martina Proctor 07551040795

Mark Johnson 07342782331

Timescales

- Complaints will normally be acknowledged within **48 College working hours**.
- Investigations will normally be completed within **10 College working days**, although more complex investigations may take longer.
- Where a delay is unavoidable, students will be informed and provided with an updated timescale.
- Any appeal should normally be submitted within **10 College working days** of receiving the outcome.
- The appeal outcome will normally be provided within **15 College working days**

Appeal

Should you be dissatisfied with the outcome of the meeting, you may appeal the decision by emailing, phoning or setting up a meeting with the Principal or the Independent Person.

Record Keeping

It is in the interest of all parties involved that students' complaints are resolved in a timely manner and in such a way that the resolution is perceived to be fair and productive for improving the learning environment at Oxford International College. To help achieve this, meticulous records must be kept as follows:

- A record is made of every complaint.
- Complaint records will be retained securely in accordance with the College Data Retention Policy and applicable data protection requirements.
- Each stage of the process is recorded with clear dates and references to everyone involved.

Student Complaint/Concern Form

Name of student making complaint: _____

Date: _____ **Time:** _____

Reason for the complaint: _____

Person the complaint/concern was reported to: _____

Recorded by: _____

Has the matter been referred to the DSL in relation to Safeguarding Children? Y/N

Details from the person making the complaint (including witnesses)

What would you like to see happen?

Signature & Date: _____

Actions taken:

Name, Signature & Date:

Outcomes:

Signature & Date: _____

Are you happy with the outcome?

The student can make comments and/or give a rating from...:

1 L Unhappy 2/3: K Okay 4: J Happy

Signature & Date: _____

Any follow up/Conclusion

Signature of student: _____

Date: _____

FURTHER INFORMATION

For further information about Student Complaints at OIC please speak with the Vice Principal, Severine Collins

Severine.collins@oxcoll.com

Oxford International College, 1 London Place, OX4 1BD