

# Oxford International English Schools: Complaints Policy

*This is a summary of our policy. The full policy is available from the School*

We aim to provide the highest quality of service in all aspects of what we do. In order to maintain this we regularly ask for feedback from students and others and act on any information passed to us wherever possible.

We accept that from time to time students (or others) may wish to make a complaint about the services we provide and this policy explains how we will manage this.

We make clear how we will behave towards a student or other who wishes to make a complaint.

- Organising for someone to accompany or help them if required
- Behaving professionally regarding a complaint, including maintaining confidentiality and ensuring anyone making a genuine complaint is not treated in a negative way.

We make clear the procedure we will follow through various stages:

- Informal stage
- Formal stage:
  - School stage
  - Complaints Committee

It is our aim to be able to resolve any issues raised as complaints quickly and effectively. We will do so in a spirit of conciliation and always look to find a solution which is fair and proportionate to the issue.

We will provide contact details of external organisations a complaint can be made to if the internal process is not successful. Any complaint passed to these organisations will be investigated by an independent person.