



COMPLAINTS PROCEDURE

INTRODUCTION

We want all of our students to be happy and we work as hard as we can to make your time here as enjoyable and beneficial as possible. If you feel that you have not been treated fairly and wish to make a complaint, we want to hear from you.

As per the Terms & Conditions, agreed to on application, please note that we operate a 'no complaint – no refund' policy. This means that if we are not informed of an issue as soon as possible, whilst it is occurring, we cannot retrospectively offer an alternative solution or refund. For example, if a student has an issue with their tutorials, we need to be informed whilst these specific lessons are still taking place. We pride ourselves on the quality of our courses; if there is an issue we would like the opportunity to address it during the course. We outline below the process available here for you to address such issue.

THE PROCEDURE

TALK TO YOUR COURSE CONTACT - OUR ADMISSIONS TEAM

- **For the revision courses taking place over school holidays**, either in person or online, please contact the Course & Admissions Coordinator (James Blencowe). Very often he can help you with the problem or, if necessary, he can pass on your complaint for further attention. James is available via: james.blencowe@oxss.co.uk and 01865 240637, or for face to face courses and students, you will be able to find him in the Course Office or Reception area.
- **For the programmes running during term time, online**, please contact the Admissions Coordinator (Emma Thompsett). Very often she can help you with the problem or, if necessary, she can pass on your complaint. Emma is available via emma.thompsett@oxcoll.com or please call 01865 240637 and ask to speak with Emma.

TALK TO THE OPERATIONS & COURSE DIRECTOR

- If you feel that your complaint has not yet been addressed, or have a more serious complaint or problem please contact the Operations and Course Director (Natasha Berger, natasha@oxss.co.uk).

TALK TO THE MANAGING DIRECTOR

- If you would like to pursue your complaint further, or make an official complaint, please contact the Managing Director (Nick Strugnell, nick@oxss.co.uk).

We will try to deal with all complaints quickly and fairly. As detailed above, we ask for the opportunity to rectify any potential issue whilst a course is taking place and ask that all complaints are brought promptly to our attention, to give us the best opportunity to assist in the most effective way.