

Student Complaints Procedures

i. Introduction

Oriel College welcomes feedback from its members and takes complaints about College matters very seriously. Wherever possible, the College tries to resolve complaints promptly and locally.

The Complaints Procedure below covers college matters only, and does not include: complaints involving harassment, as there is a separate procedure for this (see the College's WebLearn site); or complaints with the University (for this see the Proctors' and Assessor's Memorandum). In addition, some complaints may more appropriately be dealt with by the police.

Most issues can be resolved directly with college tutors/college advisors or staff (please see the section on College Administration). If this is not possible, the complaints procedure is then followed. Please note that regular feedback is encouraged from its junior members through the JCR/MCR Committee to the Joint Consultative Committee.

Complaints submitted as part of the processes below cannot be done anonymously (unless there is a compelling reason, which must be stated) and cannot be submitted on behalf of another. All correspondence and notes of meetings from official complaints will be kept as confidential. The outcome of any process of the complaints procedure will be disseminated to all parties involved.

ii. Informal Complaints

Student complaints are to be raised with the relevant College Officer:

- Academic: the Senior Tutor (for undergraduates) or the Tutor for Graduates (for postgraduates)
- Domestic: the Domestic Bursar
- Financial: the Treasurer
- Decanal: the Senior Dean
- Library: the Librarian
- Welfare: the Senior Dean
- For complaints about other students: the Senior Dean
- For complaints about College staff: the Treasurer
- For complaints about a College Officer: the Provost

Advice on who should be contacted can be sought from the Academic Registrar.

The complaint will be considered by the relevant College Officer who will offer advice and, where possible, try and find a remedy or reconciliation. The outcome may include investigation of action under another college procedure. Students may be accompanied by another member of the College for any meetings.

iii. Formal Complaints

The formal procedure will normally be used when the informal procedure cannot reach a resolution. Complaints submitted directly to the formal process can be referred back to the

informal process. Formal complaints will not normally be considered beyond three months after the occasion of the complaint, or if the complaint is being dealt with by another college procedure.

All formal complaints are made in writing to the Provost (or Vice Provost in the absence of the Provost). The Provost may hear such an appeal him or herself, or convene an Appeal Panel consisting of three Fellows with no previous connection to the case. The student whose appeal is being heard will normally be expected to appear before the Appeal Panel, and may bring a supporter.

iv. Further Appeals

If the complaint is not resolved by the formal procedure, a student may take the complaint to the Conference of Colleges Appeals Tribunal.

Students may also appeal to the Office of the Independent Adjudicator, but only when all College and University appeals procedures have been exhausted.