

# **Oxford Computer Science Complaints Policy**

## **Introduction:**

We at Oxford Computer Science are committed to providing high-quality tutoring services to all of our students. We strive to maintain a positive and productive learning environment. However, we understand that there may be instances where students or their parents/guardians have concerns or complaints about our tutoring services. This Complaints Policy outlines the steps to be taken in the event of a complaint and our commitment to resolving any issues promptly and fairly.

## **Scope:**

This policy applies to all students, parents, guardians, or any other parties utilizing our tutoring services.

## **Guiding Principles:**

1. Fairness: We treat all complaints seriously and handle them impartially and objectively.
2. Confidentiality: All complaints and the information shared will be treated with the utmost confidentiality and will be disclosed only to those directly involved in the resolution process.
3. Transparency: We will keep complainants informed about the progress of their complaint and the steps being taken to address it.
4. Promptness: We aim to resolve complaints as quickly as possible while ensuring a thorough investigation.

## **Making a Complaint:**

Students, parents, or guardians who have concerns or complaints about our tutoring services are encouraged to follow these steps:

1. Informal Resolution: Please contact Oxford Computer Science by phone to relay your concerns.
2. Formal Complaint: If the issue remains unresolved after discussing it with the tutor or if the complainant is uncomfortable doing so, they can submit a formal complaint in writing by email. The complaint should detail the issue, relevant dates, and any evidence available.

## **Complaint Handling Process:**

1. Acknowledgment: Upon receiving a formal complaint, we will acknowledge its receipt within 2 business days. This acknowledgment will outline the steps of the resolution process and provide an estimated timeline for resolution.
2. Investigation: The complaint will be investigated and evaluated. This may involve interviewing relevant parties and reviewing any relevant documents or evidence.
3. Resolution: Once the investigation is complete, we will communicate the findings to the complainant. If the complaint is deemed valid, we will propose appropriate measures for resolution. This may include additional tutoring support, or other relevant solutions.
4. Appeal: If the complainant is not satisfied with the proposed resolution, they have the right to appeal the decision. Appeals should be made by email.
5. Final Decision: The final decision, following the appeal process if applicable, will be communicated to the complainant. The decision will be binding and marks the conclusion of the complaint resolution process.

**Record Keeping:**

All complaints, investigations, resolutions, and related documentation will be recorded and securely stored for a minimum period of 3 years.

**Continuous Improvement:**

We view complaints as an opportunity for improvement. Trends and patterns identified through the complaints process will be used to enhance our tutoring services and address any systemic issues.

**Contact Information:**

For making a formal complaint, please contact:

Name: Chris Hall

Position: Owner

Email: [enquiries@oxfordcomputerscience.com](mailto:enquiries@oxfordcomputerscience.com)

Phone: 01865570291

We value your feedback and are committed to addressing any concerns you may have about our tutoring services.

**Policy Review:**

This Complaints Policy will be reviewed annually to ensure its effectiveness and relevance.

Review Date: 20.01.25

Chris Hall  
Owner  
Oxford Computer Science