



NEW COLLEGE
OXFORD

POLICY DOCUMENT

Conference and Events Complaints Procedure

Conferences and Events Complaints Procedure

The Conference and Events Team is committed to providing a positive experience at New College for all our guests. Despite our best efforts, we recognise that there may be occasions when you wish to register a complaint. The Conference and Events team takes complaints seriously and seeks to address them appropriately. This information outlines how to voice your concerns, ensuring they are addressed effectively and promptly.

The process

When handling a complaint, The Conference and Events Team aims to:

- Address complaints in a fair, objective, and professional manner.
- Resolve issues promptly, without unnecessary delays.
- Use feedback from complaints to continually improve our services.
- Maintain records of complaints for monitoring purposes and public accountability.

What is a complaint?

The Conference and Events Team acknowledges and accepts complaints, which may include:

- Failure to deliver a service.
- Delays in providing a service.
- Unsatisfactory quality of a service provided.
- The conduct of a member of our team.
- A failure by a member of our team to follow New College policies.

How to submit a complaint

The Conference and Events Team aims to make the process for submitting a complaint as clear and straightforward as possible.

You may register your complaint with us by contacting us by:

Email: conferences@new.ox.ac.uk

Post: Feedback, Conference Office, New College, Holywell Street, Oxford OX1 3BN

Providing your complaint in writing helps the Conference and Events Team better understand the details and your expectations for resolving the issue. Please include your name and contact details in your email or letter so that we can get back in touch with you easily.

Throughout the complaint process, the Conference and Events Team will treat you fairly and with respect, keep you informed of progress, respond promptly, and let you know how to escalate a complaint if you wish to pursue it further.

Complaint resolution

Once a complaint is received, the Conference and Events Team will aim to acknowledge this within 5 working days, and to resolve it within 20 working days. Your complaint will be fully investigated, and the outcome of our investigation will be communicated to you within 20 working days of the receipt of your complaint. If it is not possible to give a response within that timescale, we will contact you to explain why and to provide an indication of when a full response can be expected.

If you are not satisfied

If you are not satisfied with the response from the Conference and Events Team, please let us know and your complaint will be investigated by the Home Bursar. The Home Bursar will write to you setting out the outcome of their review and the rationale for their decision. An acknowledgement will be sent in writing within 5 days of receiving your response, and they will aim to complete the review within 25 working days.

Confidentiality

All complaints will be handled with confidentiality. The Conference and Events Team respects your privacy and will only share information with those directly involved in resolving the issue.

Follow-up

After a resolution, the Conference and Events Team may follow up with you to ensure your concerns were addressed satisfactorily and to gather further feedback on our services. All conference organisers are encouraged to participate in a post-event feedback session to comprehensively evaluate the event's success measures. A feedback survey will be sent by email after an event takes place.

The Conference and Events Team values your feedback and strives to continually improve our services. Your satisfaction is our priority, and we are here to listen and respond to any concerns you may have during your time with us.

Date of next review: March 2027