



NEW COLLEGE  
OXFORD

## POLICY DOCUMENT

### *Visitor and non-members Complaints Procedure*

## **Visitor and non-members Complaints Procedure**

New College is committed to providing a positive experience for all our visitors and non-members. Despite our best efforts, we recognise that there may be occasions when you wish to register a complaint. We take complaints seriously and seek 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 College 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 College acknowledges and accepts complaints, which may include:

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

### **How to submit a complaint**

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

You may register your complaint with the Home Bursar by:

*Email:* [home.bursar@new.ox.ac.uk](mailto:home.bursar@new.ox.ac.uk)

*Post:* Feedback, Home Bursar, New College, Holywell Street, Oxford OX1 3BN

Providing your complaint in writing helps the College 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 College 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 College 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 Home Bursar, please let us know and your complaint will be investigated by the Warden. The Warden 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 College respects your privacy and will only share information with those directly involved in resolving the issue.

The College 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.