

Oxford Spires believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Under normal circumstances, the Centre Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Operations Manager will conduct the investigation.

Our Complaints Procedure is as follows:

### **Making a complaint**

#### **Stage 1**

- Any student / group leader who has a concern about an aspect of the centre's provision should first talk about his/her concerns with the Centre Manager
- Most complaints should be resolved amicably and informally at this stage.

#### **Stage 2**

- If this does not have a satisfactory outcome, the student should put the concerns or complaint in writing to the Centre Manager
- The group leader is then sent a full response to the complaint within 24 hours or sooner if appropriate

#### **Stage 3**

- If the group leader is not satisfied with the outcome of the investigation, he or she should request a meeting with the Academic Manager. There should be witnesses present at the meeting
- Confidential records of meetings, discussions and decisions will be kept at all stages

### **Records**

A record of formal complaints against the centre, staff and students working in the centre is kept, detailing the date of the complaint, the circumstances and how it was managed

