

# **PART K: COMPLAINTS**

## **K1 Sources of advice**

The University website has a detailed page of guidance for students on complaints and appeals at: [www.ox.ac.uk/students/academic/complaints](http://www.ox.ac.uk/students/academic/complaints). This contains details of how to contact the OUSU Student Advice Service, Harassment Line and Student Counselling Service, and links to the Proctor's 'Essential Information for Students' which is also referred to throughout this document.

## **K2 Resolving complaints informally**

Where possible, the College seeks to help students resolve any complaints they may have informally. Students should normally take a complaint on academic matters to their Personal Tutor, the Senior Tutor, or to a Consultative Tutor, in confidence. Tutors should discuss cases where a student is not working to the best of his or her ability with the student concerned, in the first instance, and report serious or persistent issues to Education Committee for discussion (see section C7).

A complaint in relation to accommodation, catering or support staff should be taken in the first instance to their manager: Treasurer or Senior Tutor. Students may be accompanied in these instances by a fellow Somerville Junior Member of their choice.

A complaint relating to a fine imposed by the Deans should be taken to the Principal in the first instance.

## **K3 Formal complaints**

If it is not possible to resolve a complaint informally, then a written complaint may be sent to the Principal. The Principal may delegate responsibility for responding to the complaint to another senior member of the College.