

# OUAC Complaints Procedure

## Introduction

The Oxford University Assessment Centre (OUAC) is committed to delivering an exceptional service to its users. If however you have cause for concern or complaint, the following procedure outlines what you should do.

## Scope

OUAC will treat any expression of dissatisfaction with OUAC which merits a response as a complaint. All complaints will be treated seriously and without recrimination. All complaints will be dealt with in confidence with the proviso that enquiries will have to be made to investigate the matters that are the subject of the complaint.

## Process

A formal written complaint should be submitted to the OUAC Manager addressing the following issues:

- The nature of the complaint and how it has affected you
- The action you have taken to try to resolve the complaint.
- Evidence offered in support of the complaint.
- An indication of the desired outcome if the complaint is upheld.

Your complaint will be acknowledged within 7 days. The OUAC Manager will, if the circumstances of the complaint warrant it, arrange a meeting with you within 21 days, at a mutually agreeable time, to discuss this matter.

You will receive a written response confirming the decision of the OUAC Manager within 21 days. If it is decided that the complaint was well founded in whole or in part, the response will outline how the matter is to be put right or what other form of redress will be granted. If the complaint is not upheld at this level you will be given reasons for the decision.

## Review

If you are dissatisfied with the outcome of the complaint, you should inform the Head of the Disability Advisory Service in writing, within 21 days of hearing from the OUAC Manager.

The Head of the Disability Advisory Service will then convene a meeting with the Director of Student Counselling, Welfare and Disability Services to review the complaint. If the complaint is upheld recommendations will be made to the OUAC Manager and specific actions to resolve the matter will be outlined. If the complaint is not upheld, you will be informed in writing with reasons for its dismissal.