



Oxford Prospects Programmes

Academic Complaints Policy

Oxford Prospects Programmes (OPP) sees any feedback as an opportunity to improve. Where possible, OPP aims to deal with minor concerns on an informal basis, however if necessary, formal complaints should be submitted in writing.

1.1 Areas of complaint

1.2 Assessment – Assessments take place in the form of presentation, weekly quizzes, and attendance, and OPP aims to clearly break down in advance how these assessments work, how to prepare for them, and how they are marked. Any complaints as to marking or assessment criteria should be referred to an Academic Officer who will aim to solve the query. However, we are unable to amend any feedback given by associated lecturers.

1.3 Content – Complaints concerning the content of delivered lectures/modules/workshops should be discussed with an Academic Officer. Any concerns over quality will be recorded anonymously, and if deemed necessary brought up with the speaker. In extreme cases

1.4 Technical – OPP delivers lectures and workshops using the facilities of Oxford Colleges, which have their own technicians outside of our control, but any problems with these facilities we are happy to discuss with the college. Complaints over the delivery of online modules or the distribution of learning resources should be made through one of the Academic Officers within the Academic Team.

1.5 Speakers – For complaints concerning the academic quality, integrity, or conduct of a speaker, please contact an Academic Officer. For any complaints regarding the behavior of a speaker that fall outside of an academic concern, please refer to the Complaints, Harassment and Safeguarding policies.

2.1 Confidentiality

2.2 All complaints will remain anonymous unless deemed necessary, although for a complaint to necessitate bypassing confidentiality, it is unlikely to be solely relevant to the Academic Team and may require referral to the Safeguarding or Harassment policies.

2.3 OPP aims to preserve confidentiality whilst simultaneously remaining as transparent as it can concerning complaint procedure.

2.4 Complaints are recorded along with any relevant information and stored in accordance with the GDPR Act (2018).