

Linacre College's Alumni and Development Office is committed to the highest standards and aim to be open and honest in all communications and fundraising. We recognise that there may be occasions when you wish to register a complaint. We take complaints seriously and seek to address them quickly and appropriately.

### **How to complain**

Please register your complaint with us in one of the following ways:

1. Email: [development@linacre.ox.ac.uk](mailto:development@linacre.ox.ac.uk)
2. Post: Alumni Office, Linacre College, St Cross Road, Oxford OX1 3JA

Please include your name and contact details in your email or letter so that we can get back in touch with you easily.

Complaints received will be dealt with sensitively and confidentially with details shared only with those who need to know in order for the complaint to be investigated and to allow us to respond to any issues raised.

Throughout the complaint process, we 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.

### **We will respond**

We aim to acknowledge all complaints within 5 working days, and to resolve them within 20 working days.

On receipt of a complaint an initial assessment will be made to see if can be resolved through clarification, action or an apology. If not, your complaint will be fully investigated by the Development & Alumni Relations Office and the outcome of the 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 our response please let us know and your complaint will be escalated to a senior level of management i.e. the Principal or Finance Bursar. An acknowledgement will be sent to you with a timeline for resolution. The relevant manager will review the facts of the case conducting further investigation if necessary. The senior manager will write to you setting out the outcome of their review and the rationale for their decision. We will aim to complete the review within 20 working days.

## **What to do next**

If your complaint is not satisfactorily answered at our senior management level, you are welcome to contact the [Fundraising Regulator](#) for complaints related to fundraising, who will independently review your complaint. They will provide a final response on completion of their investigation.

If your complaint is related to our communications, you may report it to the [Information Commissioner's Office \(ICO\)](#).