



# **Complaints Procedure for Members of the Public**

November 2023



1. This Regulation governs the handling by College and its Officers of any complaint made against the College or any of its members by a member of the public, who for this purpose is anyone who is not a current member of the College and who is not a current member of the University of Oxford who has an alternative mechanism available to them.
2. The Charity Commission, the Fundraising Regulator and the Advertising Standards Agency are all Statutory bodies which can receive serious complaints against charities. College, as a charity, is regulated by the rules these bodies set down and members of the public with a serious complaint should follow the processes developed by these organisations and published by them from time to time.
3. College is, however, committed to resolving complaints about its behaviour or that of its officers, members and staff. Most frequently these might be concerns raised by neighbours about students living in our accommodation or an event at college. These should be raised by contacting the Director of Estates who will handle your concern sensitively and seek to broker an amicable outcome.
4. Complaints against College staff or procedures, including fundraising activity, can be raised with the Principal who, again, will investigate and determine the most appropriate course of action.
5. In either situation, if the Director of Estates or Principal is not seen to be impartial then the complainant may contact the Bursar.
6. College does not have any special rights to investigate or to discipline members or former members arising out of complaints from the public, other than those provided in its disciplinary codes for members and the University regulations. College seeks to be a good neighbour and responsible corporate citizen and will act on reasonable concerns raised with it in a proportionate and fair way.
7. College retains the right, as a private organisation, to deny any person (unless this provision is restricted by any University or other College regulation) services from or access to any College site and does not necessarily need to provide a justification or reason for doing so.