

## **SCHOOL OF ORIENTAL AND AFRICAN STUDIES**

### **PUBLIC COMPLAINTS PROCEDURE**

From time to time members of the public may wish to make a complaint about the School and its activities. This might apply to members of the general public, visitors, individuals or organisations who have dealings with the School and its employees. The purpose of this notice is to advise members of staff how they should handle such complaints and also to explain how complaints will be dealt with. The procedure has been endorsed by Finance and General Purposes Committee.

1. Where a complaint cannot be dealt with on the spot to the satisfaction of the person concerned, by way of simple explanation, the complainant should be advised to write to the Registrar. If the matter complained of relates personally to the Registrar, the complainant should be advised to write to the Director & Principal.
2. All such communication will be acknowledged in writing and a considered response promised if the matter is not dealt with in the acknowledgement.
3. Where a person or department is the subject of complaint, it will be made clear in the acknowledgement that the individual or responsible officer has been made aware of it.
4. Wherever possible the department concerned (whether administrative or academic) will be responsible for dealing directly with the complaint, with copies of all correspondence being filed with the Registrar's office. In other cases responses will be handled by the Registrar, or by the Director & Principal, after appropriate investigation.
5. In the event that a complaint relates personally to the Director & Principal, the Registrar will consult with the Chair of Finance and General Purposes Committee over the proper handling of the matter.
6. Where complaints demonstrate the need for remedial action this must be reported to the Registrar. An annual report of complaints will be made to Finance and General Purposes Committee.

Frank Dabell  
Acting Registrar &  
Clerk to Governing Body

July 2006